DOCUMENT RESUME

ED 283 960 CE 047 618

| | |
|---|---|
| TITLE | Getting Your Foot in the Door. III. Skills for Job-Getting. |
| INSTITUTION | New York City Board of Education, Brooklyn, NY. Office of Occupational and Career Education. |
| PUB DATE | 82 |
| NOTE | 108p.; For related documents, see CE 047 615-619. |
| AVAILABLE FROM | Office of Occupational and Career Education, New York City Board of Education, 131 Livingston Street, Brooklyn, NY 11201 ($4.00). |
| PUB TYPE | Guides - Classroom Use - Materials (For Learner) (051) |
| EDRS PRICE | MF01 Plus Postage. PC Not Available from EDRS. |
| DESCRIPTORS | *Career Education; *Employment Interviews; *Employment Potential; *Job Application; *Job Search Methods; *Job Skills; Learning Activities; Secondary Education |

ABSTRACT

This workbook is the third in a series of four student workbooks designed to prepare youth with the employability skills needed for the world of work. The four student workbooks contain all phases of employability skills in seven individual packages. This workbook on skills for job getting includes one learning package, which is divided into three sections--the job search, job application forms and job kit, and the interview. The writing, speech, and drama exercises are to be worked on privately, in class, or with friends and family. For many of the exercises, there are no right or wrong answers, only different ways of answering the same question. An added feature of the workbook is the key vocabulary words extracted from the text and repeated at the bottom of many of the pages. A bibliography is appended. (YLB)

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ED283960

# Getting your foot in the door

## III SKILLS FOR JOB-GETTING

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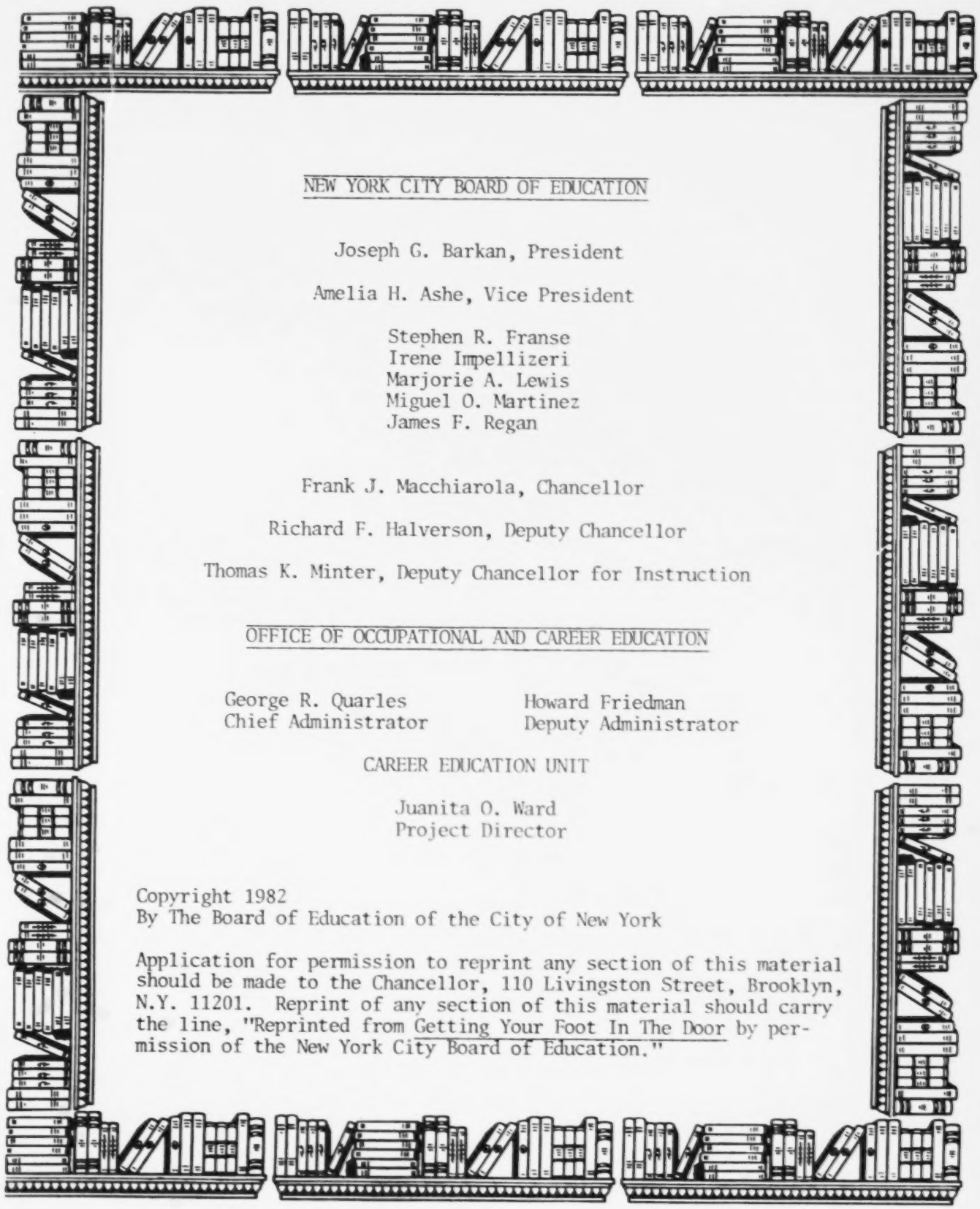


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# GETTING YOUR FOOT IN THE DOOR

## EMPLOYABILITY SKILLS

## Skills for Job - Getting

### STUDENT WORKBOOK III

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# Acknowledgements

Several years ago, the participants in a work experience research project recognized the urgent need for schools to prepare youngsters with the employability skills needed for the world of work.

This project was under the direction of Vera Hannenberg, Director of Planning, Office of Occupational and Career Education, who was assisted by Fred Banes, Harriet Borenstein, John Brennan, Mary Cohen, Amy Downey, Joe Feld, Ida Shapiro, and May Shepard.

An experimental edition of employability skills, "Getting Your Foot in the Door," was coordinated by Stanley Barondes. Subsequently, the first edition of "Getting Your Foot in the Door" was developed by Marc Kaplan and Sherry Reiter under the coordination of Francine Vernon. Shirley Anderson, Carol Costello, Alexander Hamilton, Harriette Katz, Augusto Martinez, Diana Perez, Stanley Weinberg, and Sonja Woods prepared this material for printing. Christopher Hargett contributed the graphic art.

This current edition is made possible by the Chancellor's Office of the Board of Education, the City Council and the Educational Priorities Panel. Howard Greenberger is the Editor. Kenneth SL Brownlie is the Associate Editor. Peggy Barber prepared the manuscript for printing. Also assisting in the completion of this project were Richard Downey, Jack Gold, Marc Kaplan, and Cynthia J. Wilson. Betty Davis compiled the bibliography. Nancy Boyman implemented the production of the workbooks.

Through the years, many concerned individuals have contributed their time, talent and support to the development of this project. In behalf of the students in the New York City public schools, our gratitude is extended to all of these benefactors.

All versions of "Getting Your Foot in the Door" were finalized under the supervision of the Project Director, Juanita O. Ward.

# How to Make this Workbook Work for You

This workbook is designed to provide you with winning strategies for success in your career. The exercises, though appearing to be serious or light-hearted games, are in reality tools for self-discovery.

To get the most from this workbook, you should respond to every writing, speech, or drama exercise by taking a position or selecting an answer, even when it is difficult for you to do so. In this way, you really know who you are, what you like, which would be the right career for you, and how to achieve success.

Some exercises will be worked on privately and others will be done in class or with friends and family. Often you will be involved with a group so that you can see the same question from another person's viewpoint.

For many of the exercises, there are no right or wrong answers, only different ways of answering the same question. By this method, the unique individual who is you will find self-expression that can be transferred to a job situation.

An added feature of this workbook of Employability Skills is the key vocabulary words extracted from the text and repeated at the bottom of many of the pages. If you are not familiar with the word, look it up in the dictionary. Write the word and definition in your own personal vocabulary list at the end of each package to help you become familiar with the language of the business community.

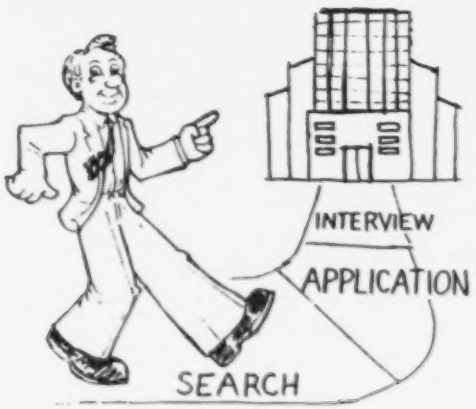
"Getting Your Foot in the Door" consists of four Student Workbooks containing all phases of Employability Skills in seven individual packages as follows:

| | |
|---|---|
| Student Workbook I | SELF-KNOWLEDGE TO HELP YOU START YOUR CAREER |
| Learning Package A: | Career Planning/Self-Perception |
| Learning Package B: | Career Planning/Values |
| Student Workbook II | FURTHER YOUR CAREER THROUGH COMMUNICATION AND DECISION-MAKING |
| Learning Package C: | Communication |
| Learning Package D: | Decision-Making |
| Student Workbook III | SKILLS FOR JOB-GETTING |
| Learning Package E: | Search, Application, and Interview |
| Student Workbook IV | OVERCOMING JOB PROBLEMS |
| Learning Package F: | Opening Closed Doors |
| Learning Package G: | Keeping a Job |

Each of the Learning Packages represents one of the seven steps to the attainment of your career goal and may be used alone to introduce you to a specific aspect of the world of work.

# INTRODUCTION: JOB-GETTING SKILLS:

You are about to undertake the challenge of getting a job. This package will help make the task easier by preparing you for the road ahead.




The three sections of this package represent the processes you must go through to land that position you want.

1. The Search will teach you how to find out about job opportunities from your school, community, and local newspaper.

2. The Application will help you develop the ability to organize facts about yourself on paper so that an employer will become interested in you.

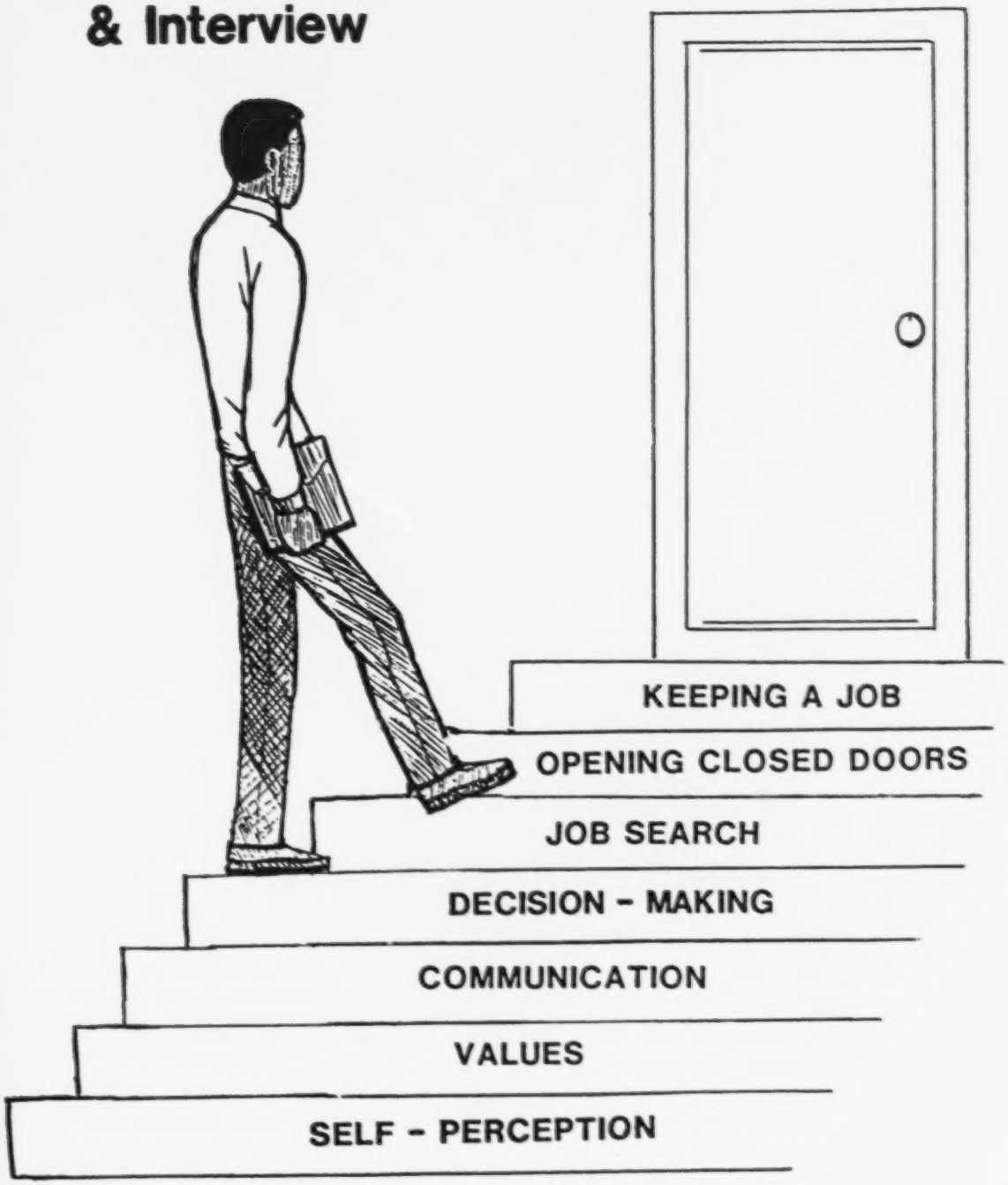
3. The Interview will help give you the confidence to convince your future employer that you are the right person for the job.

All your previous preparations are ready to pay off. Now you are acquiring more knowledge about yourself. You are aware of your likes, dislikes, skills, interests and values. You may have tentatively selected two or three occupational areas for further investigation. Soon, you will begin applying for post-secondary school training and/or employment. In this workbook, you will be introduced to the winning techniques required to get your foot in the door to the world of work.

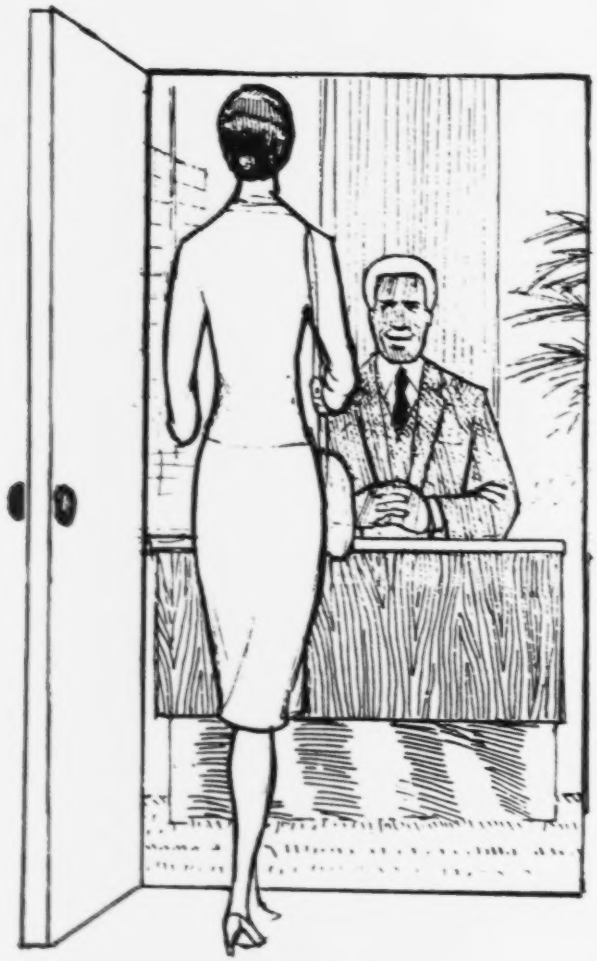
# GETTING YOUR FOOT IN THE DOOR

## LEARNING PACKAGE E

## Search, Application, & Interview



# Preface:
# Stepping Into the Job World



Before going into the methods of conducting an employment campaign, see what you already know about making your way into the world of work. Some teenagers are lucky enough to find a job simply by being in the right place at the right time. The majority of jobs, however, go to those who are able to make the most of their opportunities and recognize the needs and preferences of employers. The successful job seekers seem to have the sixth sense that tells them what to do. How's your job-hunting ESP? To find out, take the short True-or-False test on the opposite page. On a separate sheet of paper, write either T or F for each one.

# How's Your Job Hunting ESP?

## (Extra-Sensory-Perception)

T F 1. You can be happy doing anything if the pay is right.

T F 2. All other factors being equal, an employer will hire a person interested in the job over one who is not.

T F 3. Most employers of teenagers advertise in the newspaper.

T F 4. Locating a job opening by telephone is easy.

T F 5. Applying for a job in person is an excellent way to get hired.

T F 6. Most employers won't mind if you bring your best friend along when you apply for work.

T F 7. Experienced employers have learned never to judge a person by first experience.

T F 8. Filling out your application neatly is desirable but not really a critical point.

T F 9. Your babysitting or lawn mowing experience is important to any employer.

T F 10. You don't want to limit your hiring possibilities to just one job. That's why when you are asked what position you seek, it's a good idea to write, "anything."

T F 11. When you finally get an interview, it's smart to be reserved. That way you won't have to worry about saying the wrong thing.

T F 12. It's a good idea to ask a lot of questions when you are being interviewed.

T F 13. Most employers prefer to tell an applicant whether he or she is hired at the time of the interview.

T F 14. Discrimination in employment no longer exists.

T F 15. Once you have decided to find work, it's a good idea to continue making new applications rather than wait to see how each application works out before making another.

When you have finished this exercise, check your answers against the ones on pages 4 and 5.

Adapted from "On Your Own," U.S. Army

**RESERVED**

# Job Hunting ESP

## (Answers)

1. False. A person must consider his or her own personality when applying for work. For instance, if meeting and dealing with strangers makes you uncomfortable, then stay clear of waiting on tables, box office sales, telephone canvassing, and any other job where you will be expected to deal with the public constantly. If, on the other hand, you are the kind of person who needs and enjoys contact with other people, don't look for stockroom work where your only company will be boxes of merchandise. A work situation must feel comfortable or you will be unhappy regardless of the pay.

2. True. Looking for work in your career field or in your hobby can increase your chances of being hired. An employer will welcome the opportunity to give someone who admires the field a start. Hiring interested people is good business for an employer.

3. False. There is usually not much advertising for teenage workers. Most employers of teenagers receive an abundance of applications without bothering to advertise.

4. False. Telephoning is not the easiest method of finding work, especially for teenagers. Nevertheless, with a little patience, job openings can be located this way. Find the type of business that interests you in the Yellow Pages. Call each establishment listed, give your name, and ask to speak to the personnel manager. You may be invited to file an application or told that there is nothing available. In the latter case, it is entirely proper to ask the person if he knows anyone in his business who is hiring. Employment agencies often use this technique.

5. True. While knocking on doors has the disadvantages of being tiring and time consuming, its big advantage is the personal contact in each instance. There is no better way of saying, "I seriously want to work."

6. False. Applying for a job with a friend standing by is a taboo in the business world. Serious job hunting is always done alone. You may ride with your friend to the office if you wish, but always go into the place of business alone.

7. False. Experienced employers often rely on judgment at first sight. No matter how much everyone prefers not to be viewed this way, people do send a message about themselves by the way they dress. Naturally, it's to your advantage to dress so that you convey a positive message when looking for work.

8. False. Turning in an easy-to-read application is essential. Personnel will surely go on to the next one if yours requires that time be spent puzzling it out.

9. True. A teenager cannot have a long list of past job experiences. A prospective employer needs to know what you have done and for whom you have helped or worked. "Babysitting, 1975-77, Mrs. Jack Jones, 100 Maple Street, etc." may not sound like much to you, but to an employer it says that you have been in a position of trust for two years. That is important.

10. False. If you have not specified the job in which you are interested, the person reviewing your application has little idea of what type of work is suitable for you. The reviewer is much more likely to simply turn to the next application in the pile. It is better to list the various jobs you would like with that company, in the order of your preference. If necessary, print clearly in the margin.

11. False. The interview is the time to call forth the outgoing side of your personality. This is your one opportunity to sell the idea of hiring you. The more the interviewer learns about you, the better your chances are of being hired. Often the interview will be deciding, not only whether you would be an asset to the company, but where you would fit in best.

12. True. The best interviews are active exchanges of information, so feel free to ask questions. There is no better way of expressing genuine interest in a job.

16. False. Most employers prefer to wait until all the interviews are completed, and then choose the best from the group. This holds true even though the interviewer may be quite impressed with you. Getting the interviewer's name and the date by which the firm expects to have its decision is very important. As soon as possible, make sure you follow up with a brief note of thanks for the interview and restate your qualifications. Immediately after the decision date, follow up with a call to your interviewer. It is best, though, to resist the temptation to call your interviewer daily for a progress report.

14. False. Job discrimination is against the law, but it still happens. When you know another person has been hired for a position, ask politely why you didn't get the job. You may learn something that will help you next time, and it can be comforting to know that you were considered fairly. If, however, you feel that you have been discriminated against due to race, color, religion, sex, or national origin, contact the U.S. Equal Employment Opportunity Commission:

U.S. Employment Opportunity Commission
1800 G Street, N.W.
Washington, D.C. 20506

15. True. Your chances of being hired increase with new application you make. Therefore, rather than sit at home brooding over whether a particular job is going to come through, keep on looking. Sooner or later you're bound to find an employer who will choose your combination of abilities over those of other applicants.

Use the rating system on the next page to find out how you rate in job-hunting intuition.

# Measuring Your Job-Hunting Intuition

Directions: To measure your job-hunting ESP, give yourself five points for each correct answer to the questions on page 3. Total your score. Check your total against the chart below to see how intuitive you are.

---

ESP RATING -

| | |
|---|---|
| Above 60: | Totally Tuned-In |
| 50-60: | Strong Signals |
| 40-45: | Standard Receiver |
| 30-35: | Weak Signals |
| Below 30: | Is Your Receiver On? |

....AND ITS MEANING

If you are totally tuned in, the chances are that you will find work in a relatively short period of time. You are quick to understand your own needs as well as an employer's.

For those with strong signals, success should come without too much fuss.

If you have a standard receiver, you will find hunting for work a real challenge. The search doesn't drive you into the doldrums, but neither do you care to go through the exercise very often. Like most people, you find job-hunting time consuming and success not always immediate.

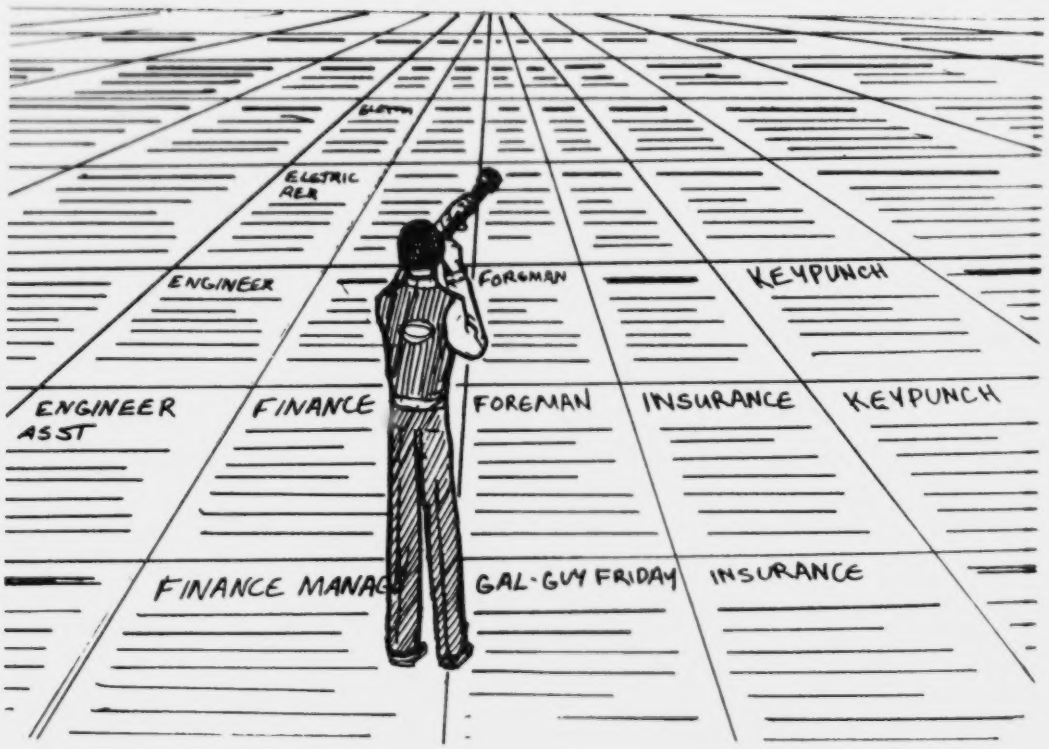
Weak signals mean problems. Finding work can be a lengthy drudge for you. A review of the answers should provide a clue to your problem.

If you have your receiver turned off, you can expect nothing but frustration. There is hope, however. Like those with weak signals, try reviewing the answers that seem to come so easily to people who are tuned in. With a little effort, you will discover many helpful points.

**INTUITIVE**

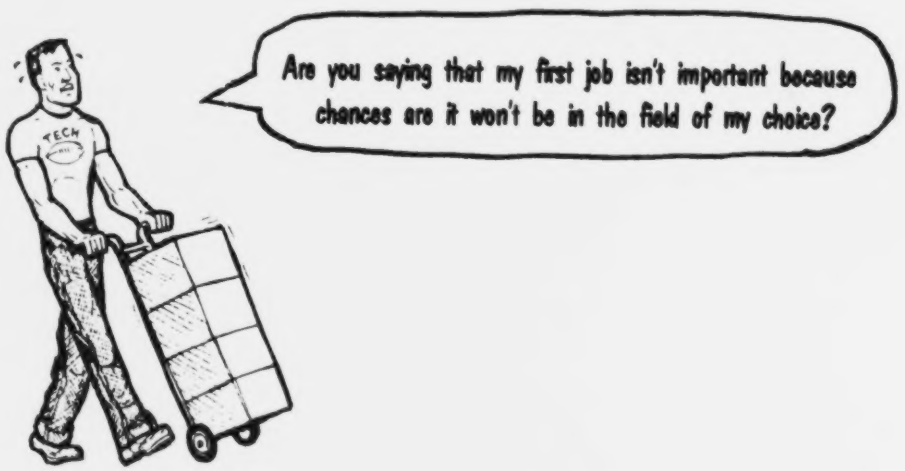
# 1. The Job Search

## HELP WANTED



# Your First Job

So that you don't get too overwhelmed by the prospect of starting your career, you should know about the experiences of others when they were where you are now.




Answer: Your first job may or may not be in the field of your choice. Nevertheless, it is important because:

1. It enables you to earn money.
2. It provides you with work experience.
3. It helps to establish a reputation for the kind of worker you are.

A PERSONAL SUCCESS STORY

Choose one adult, you know well enough, and conduct an interview concerning his or her first job. Prepare your questions first, perhaps as a class activity. Ask questions such as:

How did you get your first job?
How did you feel about your first job?
What problems did you experience?
Did that job have anything to do with preparation for your career?

Report results of your interview to the class.

Now you are ready to perfect your job-hunting skills!

# Put Yourself in the Job Picture

In this space, describe what you imagine your first job to be.

In this space, put your ultimate job goal.

Source: Much of the information on pages 12-16 is drawn from a booklet written by Dr. Julius Kleiner, AP Supervision, Samuel Gompers Vocational Technical High School, and "What It's Like to Work in N.Y.C.," published by Open Doors, Economic Development Council, National Alliance for Business.

# Getting Started

Answer: There are many ways to find a job, but the best way is the one that works for you. That's why you may have to try several before you hit on the technique that suits you. To help you make a suitable choice, on the next few pages you will see many ways to find work and hints in how to handle yourself during your search. There are many people looking for work right now, but you have an advantage, if you are prepared.

# Let MetroGuide Computer Help Your Job - Quest

The most advanced computer system for providing you with information about occupations, different types of colleges, and sources of financial aid based upon your interests, goals and needs is now available in many New York City high schools and several counseling centers.

The MetroGuide Guidance Information System, MetroGuide, is a computer-based service, and part of school guidance programs. Students can use MetroGuide conveniently and swiftly to answer career questions.

Make a list of career questions you would like to ask MetroGuide.

Keep in mind the following:

1. MetroGuide will not make decisions for you. It will help you by listing and describing occupations that are suited to your current interests and career goals. It will also aid you in planning a future career by listing the high school and college courses you will need.

2. MetroGuide is only one source of information about careers. You should talk to your guidance counselor, parents, and others about the careers you are considering. Ask people who work at a job that you are interested in to tell you about it. Try to gather as much information as you can from as many sources as possible.

Share your questions with others in your class to see how most people have similar concerns that can be answered by MetroGuide.

If your school does not have MetroGuide you may use the services available to you at the Job Information Center and Learner's Advisory Service at the:

| | Hours | |
|---|---|---|
| Mid-Manhattan Library | | |
| 5th Avenue & 40th Street | 9:00-6:00 | Monday-Thursday |
| New York, N.Y. 10018 | 10:00-6:00 | Friday-Saturday |
| 340-0836 | 9:00-9:00 | Tuesdays |

Talk to your guidance counselor. Ask about other places which have similar services. MetroGuide is available at the Bronx Center for Career and Occupational Services, 1021 East 178th Street. 328-1330.

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# How to Find a Job: 12 Strategies for Success

It has always been difficult for teenagers to begin their careers. Yet, you must remember that there are ways that young people break through that barrier. Here are the proven methods that will help you take that first step in getting your foot in the door.

1. FRIENDS AND RELATIVES

Your first step should be to tell friends and relatives you're in the market for a job. Ask them to let you know if they hear of anything. Studies show that word of mouth is one of the best ways to find work. Ask others how they found their first job, and you will find this to be true. In addition, this inquiry will provide a chance to ask about possible employment.

3. SCHOOL PLACEMENT SERVICE

Many high schools in the city have their own job counselors working with the New York State Employment Service. Over 8,000 jobs are found each year by young people through this program. Students looking for part-time or summer jobs should register with the counselor at their school. Graduating seniors are automatically registered for full-time jobs. If there is no state job counselor in your school, you can contact the New York State Youth Opportunity Center in your borough. See the listings for New York State Employment Service under Employment Agencies in the Yellow Pages of the telephone book, or check with your school guidance department. Your guidance department usually has a placement service of some sort. In vocational high schools, the placement counselor may be able to provide or find out about jobs through the teachers contacts in the business community.

3. WORK-STUDY PROGRAMS

Work and study jobs are an excellent way to start. As many as 10,000 high school students find alternate week, or part-time daily jobs through this school-wide program. Check your school services or contact the Board of Education's Bureau of Cooperative Education, 110 Livingston Street, Brooklyn.

4. WANT ADS

Many employers who have jobs to offer place ads in the "Help Wanted" section of the local newspaper. These help wanted ads let job hunters know what types of applicants each employer is seeking, and how to apply. When responding to want ads, you should mention the date and name of the paper in which the ad appeared, in your opening sentence.

The Sunday edition of "The New York Times" carries the largest number of want ads in New York City, with the weekly "Village Voice" coming in second. Almost all New York newspapers, however, carry some ads. Local weekly newspapers should also be checked. In the "Times," the employment agency ads are listed first. Then ads are placed by businesses in alphabetical order according to category. Glance over all the ads. A job may not be listed under the title you expect. A secretarial job, for instance, may also be listed as "gal, guy Friday," "trainee," or "assistant." If the ad includes a phone number, call as soon as possible. If you qualify, you will be asked to make an appointment. If the ad has a box number instead, you need to send a typed letter in order to get an interview. For those without a typewriter, a well-written letter will do.

If the ad has only a box number, and does not mention the name of the company, it is generally a waste of time to respond. In fact, the U.S. Post Office is waging a campaign against such ads. You may get a letter from the Postmaster General warning you to be more careful.

5. LETTERS

If you know of a specific place, business, or person you would like to work for, you can send a letter of introduction to the president of the company or to the director of personnel. Explain why you desire to work there and what you would like to do. Describe your qualifications and request an interview. If you want to contact many places at once, send resumes with photocopies of the same letter. Address each letter separately. The Yellow Pages of the telephone book is a resource for compiling a mailing list of companies.

You can also contact your local TAP (Testing, Assessment and Placement) Centers. Ask about job opportunities, possible career evaluation, counseling services available, and help in preparing for job interviews. Check your telephone book under TAP Center for address and telephone number of the center near your home.

6. NEW YORK STATE EMPLOYMENT SERVICE

The New York State Employment Service is the single largest employment agency in New York City. It has a number of offices in each borough, each specializing in different occupations. There are also offices which specialize in youth placement. For more information check the telephone book under the listing for "New York — State of — Labor Department — Manpower Services Division," or in the Yellow

## More Strategies for Success . . .

Pages under "Employment Agencies, New York State Employment Service." Last year, over 200,000 jobs were filled through the Service's unique computer job bank system which matches people to jobs. An applicant's qualifications are fed into the computer, and within minutes, a computer printout lists as many as five suitable job openings.

7. PRIVATE EMPLOYMENT AGENCIES

Although the New York State Employment Service is the largest such service, there are over 700 private employment agencies in New York City. Most private agencies specialize in one type of job or handle only a few fields, such as secretarial and clerical, data processing, or manual labor. Check the private agency ads in the Sunday "New York Times" or the Yellow Pages for an agency's specialization.

In seeking employment through an agency, call ahead for an appointment. Dress neatly to impress the interviewer and because you may be sent out on a job that same day. Bring your necessary papers. You will be asked to fill out a questionnaire and probably will be interviewed. You may be tested for mathematical abilities, typing and steno speed, and other skills, etc. Private agencies charge for their services, but today most jobs are "fee paid," which means the employer pays the agency cost. If the employee is to be charged, the agency is required by law to tell the applicant ahead of time. Do not sign any papers before you find out the cost to you.

8. WALK-IN PERSONNEL DEPARTMENTS

Many large businesses and corporations have walk-in personnel departments that will interview and hire applicants who come in off the street, without an appointment being required. This is true, for example, of Con Edison, New York Telephone, and most department stores. Before showing up, however, you should call to find out what hours the personnel department is open. At most firms, an advance appointment by phone or mail is necessary. When you get to the personnel office, you will probably have to complete an application form which requires personal information. Remember, in filling out the application, the neatness, accuracy, and completeness of your answers will affect your chances of being hired.

9. CIVIL SERVICE

Civil Service jobs, as jobs in city, state and federal governments are called, offer several advantages not always available in the private

business world. They include relative job security, mandatory salary increases, a merit system, a decent pension, and other good fringe benefits. Nearly all civil service jobs are filled through examinations. Upcoming test dates are posted in libraries, post offices, and government offices. Two weekly newspapers, "The Chief" and "The Civil Service Leader," available at newsstands and at the library, also list jobs for those who want to work for New York City. You can prepare for these tests by taking a course at a coaching school, by studying special examination manuals, or by brushing up on the required skills.

To take a test, you must file an application form, available by mail or in person from the offices listed below. You will be notified of your test score. It may take several more montns before you actually get a job. Whether you are hired will depend on how high you scored, and on how many openings there are.

NEW YORK CITY:

New York City Personnel Department
49 Thomas Street
New York, N.Y. 10013
566-8720

NEW YORK STATE:

New York State
Department of Civil Service
2 World Trade Center, Room 5500
New York, N.Y. 10047
488-4248

U.S. GOVERNMENT:

Federal Government Job Information Center, at:

26 Federal Plaza
New York, N.Y. 10007
264-0422

590 Grand Concourse
Bronx, N.Y. 10451
292-4666

271 Cadman Plaza East
Brooklyn, N.Y. 11201
330-7671

90-04 161st Street
Jamaica, N.Y. 11432
526-6192

# More Strategies for Success . . .

10. TRAINING SCHOOLS

You probably have seen ads on television or in magazines for training schools that offer to teach you a specific skill or trade, such as computer programming, hair dressing, truck driving, auto repair, etc. A training school may prepare you for a better job, but it also may be costly, ineffective, or fraudulent. Before you sign a contract or pay for classes, find out if graduates of the school really do get and keep the jobs. Call the Better Business Bureau and the Department of Consumer Affairs. Ask the school for a list of employers who have hired recent graduates. Try to contact someone who has completed the training and find out if the results were satisfactory.

11. TEMPORARY EMPLOYMENT AGENCIES

Temporary employment agencies can supply you with work for a day, a week, a summer, or a year. Temporary agencies are no longer limited to those who have polished office skills. They handle jobs in health care, marketing, product promotion and other areas as well as secretarial and clerical jobs. The temporary agency is your employer, and you are sent to jobs on a contract. Although you are free to choose your jobs, you are obligated to finish a job once assigned. These agencies rarely offer fringe benefits such as paid vacations, but temp work may lead to a full-time permanent job.

12. VOLUNTEER AND PART-TIME WORK

If you are having difficulty finding a job because you have no previous job experience, you could try offering your services for free. Volunteer to work for a local hospital, community service organization, or political campaign. This will give you valuable work experience as well as contacts with people who may be in a position to offer you a job at some later date.

Part-time work is another way to prove yourself to an employer. Many students who impress employers by their performance in work-study programs as well as after-school and summer jobs are offered full-time jobs when they graduate.

# Reviewing the 12 Job-Hunting Strategies

1. Friends and relatives
2. School Placement
3. Work-Study Jobs
4. N.Y. State Employment
5. Private Agencies
6. Walk-In Personnel Departments
7. Civil Service
8. Training Schools
9. Temporary Employment Agencies
10. Part-Time and Volunteer Work

A. Can you fill in numbers 11 and 12 with other strategies?

11. _____

12. _____

B. Which method do you think will be most difficult for you? Why?

_____

_____

_____

_____

For many people the most difficult strategies are:

1. Want Ads - specifically, knowing how to read and respond to them

2. Letters and Job Applications - in particular, knowing how to apply for a job in writing.

These two strategies are invaluable for exploring the job market and getting the job you want. This workbook pays special attention to these skills because they are so important.

The next few pages are devoted to helping you develop these techniques.

# Putting Strategies Into Action

## Communication Skill Exercise

A. TRAINING SCHOOLS

Use newspaper ads or the Yellow Pages to obtain the names and telephone numbers of three training schools. Call each and request that a brochure or other information be mailed to you. Write to the Better Business Bureau indicating that you have some interest in each of the 3 schools you called. Request information about whether these schools are reputable. Share the information you obtain with the class.

B. VOLUNTEERS

By phone, letter, or calling in person, compile a list of places which will accept student volunteers or interns. The data should be listed in the following columns:

| AGENCY | ADDRESS AND PHONE | NATURE OF POSITIONS |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

A counselor in school may help you get started, but be certain to obtain at least three places on your own. Don't overlook large or small businesses in your area. Add to this list names of other organizations that interest you from those reported by fellow students. You may, if you wish, follow through on the possibilities both these exercises offer.

# Reading Between The Lines of Classified Ads

| NEED A JOB? | HELP WANTED | CALL BA7-9832 |
|---|---|---|

A good job? A good ad? Mysterious? Not really. To the reader familiar with classified ads, this message is as plain as high noon. It is offering a door-to-door selling job with no leads, no salary, no expenses, and no guarantee. Worse, the product is usually something that the public is fairly certain it can do without. For example, it might be encyclopedias, an insurance policy, or perfumed birdbaths. The prospective employer couldn't say anything good about the job to make it more interesting and appealing, so he said as little as possible.

When interpreting help wanted ads, keep this in mind:

> The more concrete and specific the facts are, the better the job.

It must be remembered that the benefits listed are not vital in an ad, although these appeal to all of us. This is an advertising gimmick. The important factors in an ad are the listing of qualifications for the job. Many ads fail to mention and spell out salaries, the exact kind of job, working conditions, or the company's name.

Almost any legitimate ad will include specific facts such as training, experience and education that are needed to do the job. When you see an ad that is general, and it is clear that almost anyone will do, be careful. This might be a job for which an employer will "pay" you in the form of a commission for selling a particular product. He might say that you will be provided with "leads." Beware. Each address in the phone book may be considered a "lead" in that town or city because the company has not yet approached people in that area.

## Between the Lines (cont'd)

> Distributive Executive. Distributing executive position available in nationally known sales and manufacturing company. Training available for right person for position of responsibility. Earnings while learning up to $700 per month. Call... or write...

You might be thinking, "This is the job for me. A good name position. I'll wear a suit and tie. It is a position with a big company. I can make money while in training." STOP!!

"Distributive Executive." What kind of position is this? Desk job? Supervisory position? Salesman? Just what is the meaning of this position? What are the qualifications or requirements for the "right man"? There are none listed!

"Earnings" — What does the word mean? It surely is not the same as salary. What do the words "up to" mean? Why did the ad say "up to $700 per month"? This might mean that I can earn $000 or a maximum of $700 per month. Just what will I make?

Look at the ad again. Analyze it. This ad is just a bit too vague!

Now, interpret this ad:

> NO DEGREE
> NO EXPERIENCE
> NEW PRODUCT
>
> Let us train you in most exciting, best paying job available today. Our men can earn $300-$600/week. Start at once. Phone 863-4333

Here is an account of one person's experience: "One summer while looking for a job I came across this ad in the paper. I decided to make a

phone call to the listed number. The call produced no further information about the kind of job or the product involved. The person at the other end of the line said, 'I can't tell you anything more about the job. However, if you can make an appointment for a personal interview I shall arrange it for you.' I remember making a second phone call to a similar ad but a different listed number. The person at the other end of the line was the same person I talked with before! The person said, 'Didn't I just talk with you?' I said, 'Yes,' and hung up. At the interview I discovered the position in question turned out to be a non-salary, commission-only, door-to-door salesman job. If I had been able to read between the lines I could have figured out the important and essential facts in the ad without wasting my time, energy and money."

Many newspapers now have a statement of policy regarding rules and procedures about placing or advertising a classified ad. Following are some points stated in advertising policy statements:

1. That ads must specify the nature of the work.

2. That no money be paid or investment be made without investigation of the position advertised.

3. That sales ads state the basis of pay.

4. That cash investments for equipment, samples, etc., must so state in their advertising.

5. That ads not be willfully misleading or falsely represent the wage which may be earned.

6. That exceptions to the policy statement be reported to the Classified Advertising Manager.

7. That ads include a non-discrimination clause.

If newspapers enforced want ad policies, misleading ones that said nothing about the kind of work, actual salary, or meaningless phrases such as "need person for challenging job" would soon be eliminated. Even though newspapers have set up such policies, however, this cannot stop vague and confusing ads.

Advertisements are usually written by persons who are highly skilled in the art of persuasion. Unfortunately, attractive phrases may be substitutes for unattractive realities.

## Between the Lines (cont'd)

Here are some examples:

1. "Public contact" or "public relations" work — soliciting leads door-to-door or by telephone.

2. "Sales promotion" — direct selling.

3. "Outside order taking" — house-to-house canvassing.

4. "Supervisory position" or "management candidate" that has no specific requirements listed — gathering your friends or neighbors into a sales team.

Usually, with ads such as this, there is no salary, only the possibility of a commission. Most advertisers use the word "earnings" instead of "salary." They say that "earnings" can be $900 a month, or that there is "opportunity to earn $15,000 a year." They fail to mention a specific income because there is no guarantee of any income! You can be sure that for the hard-to-sell jobs there will be more "printed or verbal nothingness" than factual information.

A couple of terms used frequently in classified ads are "send resume only" and "write to box X." When an ad contains one of these terms you can be sure the searching employer is attempting to lower his hiring expenses by prescreening applicants rather than go through the slow job of personal interviews. Your chances of getting a job are very slight, especially if your resume or letter of application is not as strong as it could be. So why take chances? Develop your skills of job application. It is the next technique to acquire toward getting your foot in the door.

# What You Want to Know About Want Ads

ELECTRONIC ENGINEER

Keystone Camera Corp.

ELECTRONIC ENGINEER

Keystone Camera Corp.

ELECTRONICS $22-32K

QA QC ENGINEERS
TEST ENGINEERS
MFG ENGINEERS

X-L PERSONNEL

(212)594-5120

CAREERS IN COMPUTERS

SENIOR TYPE ELECTRICIAN
(3 YEARS EXPERIENCE)

BENTLEY

ELECTRONICS

GREEN&GREEN/ COMPUTERS
CALL (212)679-8040

-COMPUTERS-

GREEN & GREEN 679-8040

TECH SUPPORT(2) INTERMEDIATE(3)

Salary $16-$26K

GILBERT LANE

$33-$35,000

DOSIMETER CORP

(513) 793-6051

ELECTRONICS

TECHNICIAN

BENTLEY

OPERATIONS MANAGER

(201)672-1900

KROW ASSOCIATES

ELECT TECHNICIAN

ENGINEERING TECHNICIAN

H.V.A.C.

SEELYE STEVENSON VALUE and KNECHT

ENGINEERS/DESIGNERS
HVAC ELECTRICAL PLBG

EDWARDS & ZUCK PC

MANUFACTURING

(201) 529-1343

LEE ASSOCS.

200 Route 17
Mahwah, NJ 07430

ENGINEERS
$28K to $38K
MACHINE DESIGN
MAINTENANCE ENGR
TOOL DESIGN

PROCESS
$22/HR PACKAGE

201-487-8800

McKEON-GRANO

ENGINEER CUSTOMER SERVICE

## 1. The Way Jobs are Listed

Answer: The Help-Wanted ads on this page are only a sampling, usually appearing toward the end of most daily newspapers. On Sundays, some newspapers print a separate job section.

Often, in these pages, are job openings advertised by private employment agencies. Those ads will appear in blocks as well as in alphabetical listings.



BEST COPY AVAILABLE

## What You Want to Know About Want Ads (1. cont'd)

Jobs are listed in alphabetical order. The ad for "architectural secretary" would appear after the ad for "appraiser" but before the ads for "bookkeeper." Each category of jobs, such as "Auto Mechanic" or "TV Production Assistant," is grouped together.

After the business (Automotive, for example), the job title will appear (Service Mechanic).

Now that you have found out how to locate job category, and the specific position for which you would like to apply, look at a typical ad, shown below, and answer the following questions.

ELECTRONICS TECHNICIAN

Computer-Based WP System

Field Service Engineer

We have an immediate opening for an experienced WP Technician. If you would like to service one of the most exciting and complete lines of WP equipment available and are willing to work hard to help our customers call:

CPT OF NEW JERSEY

201-[illegible]

OR SEND RESUME TO:

CPT OF NEW JERSEY

11 COMMERCE DRIVE

CRANFORD, NJ 07016

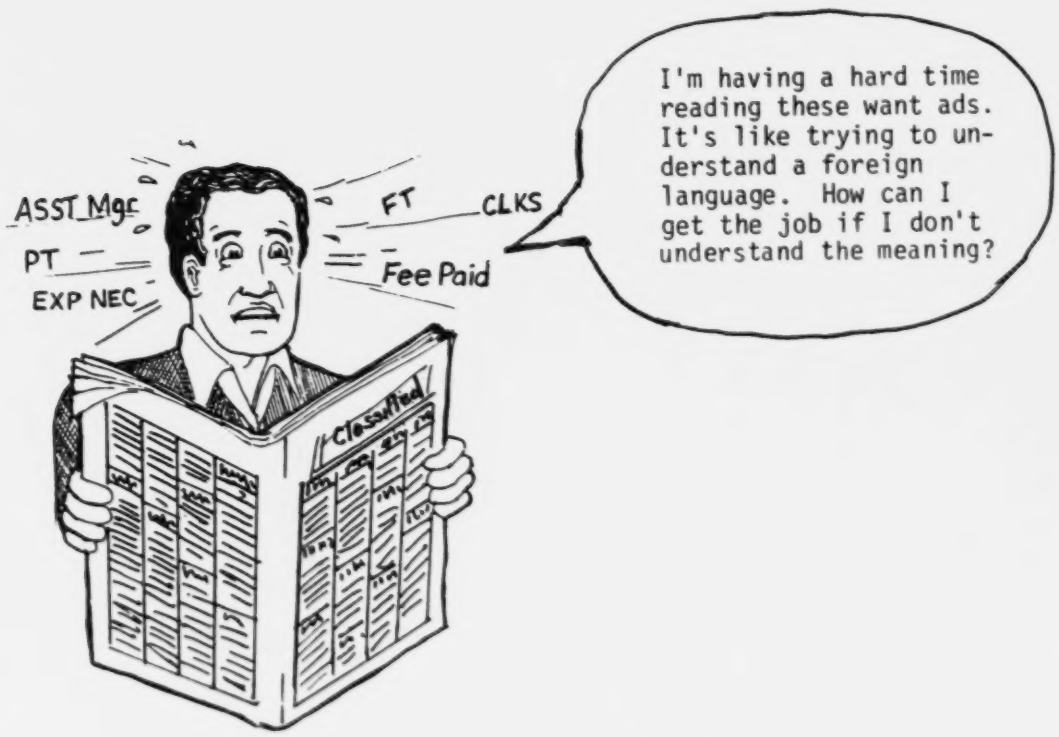
Liberal company benefits and salary commensurate with experience.

1. What is the job title?
2. What salary is being offered?
3. What are the job requirements?
4. How can you apply for this job?
5. Does this ad indicate that you will have a future with this company?

You should know that employment agencies are businesses. It is their job to be the middleman between you and your prospective employer. The cost for this service is either the "fee paid" system, where the company that hires you pays, or you are required to pay the agency a percentage of your first month's salary. Find out first.

# What You Want to Know About Want Ads

## 2. The Meaning of the Terms Used


I'm having a hard time reading these want ads. It's like trying to understand a foreign language. How can I get the job if I don't understand the meaning?
ASST Mgr
PT
EXP NEC
FT
CLKS
Fee Paid
Classified

Answer: The greatest problem the novice faces reading want ads can be the many space saving abbreviations and lack of regular punctuation.

Some abbreviations, such as "wk" for week and "yr" for year, are standard. Others are peculiar to a particular industry. For example, "wpm" is important for those applying for jobs as typists or secretaries.

Many ads will ask the applicant to send a resume. This word is pronounced "rez'oo-may" and means a summary of your work experience, education and personal data. Prospective employers will decide whether to call you for an interview after reading your resume and comparing it to others.

On the next page, a list of want ad abbreviations can help you as you explore the want ad pages in your favorite newspaper.

# Want Ads Abbreviations: A Quick Language

1. Acctg - Accounting
2. Advc - Advancement
3. Aft - After
4. Agcy - Agency
5. Appt - Appointment
6. Avail - Available
7. BA - Bachelor of Arts
8. Begnr - Beginner
9. Bkkppg - Bookkeeping
10. Btwn - Between
11. Bus - Bus boy or girl
12. Clk - Clerk
13. Coll Grad - College Graduate
14. Comm - Commission
15. Dept - Department
16. Dep - Dependable
17. Dict - Dictation
18. EOE - Equal Opportunity Employer
19. Equiv - Equivalent
20. Eves - Evenings
21. Exc, excl - Excellent
22. Exper, exp - Experience
23. Exp Nec - Experience Necessary
24. Exp Pref - Experience Preferred
25. F/C - Full Charge (Bookkeeping)
26. F/PD - Fee Paid
27. Fcty - Factory
28. Gd - Good
29. Grad - Graduate
30. Hrly - Hourly
31. Hr - Hour
32. HS - High School
33. Immed - Immediate
34. Info - Information
35. Inq - Inquire
36. Intrstg - Interesting
37. Intvw - Interview
38. Jr - Junior
39. Loc - Location
40. Mfg - Manufacturing
41. Mgmt - Management
42. Mgr - Manager
43. Mo, m - Month
44. Nec - Necessary
45. Ovtm - Overtime
46. Oppty - Opportunity
47. Ofc - Office
48. PDVAC - Paid Vacation
49. Perm - Permanent
50. P/T, PT - Part Time
51. Pref - Preferred
52. Req'd - Required
53. Refs - References
54. Rep - Representative
55. Reas - Reasonable
56. Respon - Responsible
57. Sal - Salary
58. Secty - Secretary
59. Sm. - Some
60. St - Start
61. Stat - Statistician
62. Sr - Senior
63. Vac - Vacation
64. Vet - Veteran
65. Vic - Vicinity
66. Wk - Week
67. W/ - With
68. W/wo - With or without
69. Wkday - Weekday
70. Wkend - Weekend
71. WPM - Words per minute
72. Yr - Year

## A. An Abbreviation Bee

Divide into teams and have an "abbreviation bee." Use the same format as in a spelling bee.

## B. Ad Decoding

Study the abbreviations on the opposite page. Then locate two help-wanted ads in the classified section of a newspaper which contain at least four abbreviations. Cut out the ads and paste them in your notebook. Write out each one without using any abbreviations, after arranging your page to look like this:

AD 1 AD 2

Ad 1:_____

_____

_____

Ad 2:_____

_____

_____

## C. Ad Writing

Now that you know the advertising "lingo," and the basic composition of an ad, try making one up. If you were to find an ad for your "dream job," what would it say? Write an advertisement for your dream job, using abbreviations where necessary.

# Help Wanted Ads

Clk Typists Temp Fri Pay

Begnr Clerk Typists who
Love Music

Will be interested in talking with our placement counselors at Eastern. We rep finest Music Co's in NYC. Long or short term assign.

EASTERN
TEMPORARIES, Inc.
1500 B'way (4351) 20 Flr. 354-4450

CLERK TYPISTS TO $250
Openings Mdtn. & Wall St.
4 Day Week in Summer

Clients have super benefits. Bowling, traveling clubs, 100% tuit. ref., growth pot'l., F/PD. Good oppty. Box 2567

Clerk Typists Fri Pay Temp
14 NEEDED

Prestigious midtwn savings bank recruiting respon individ to deal w/ public. Min. 1 yr. exp. Req's lite typing. 2-5 month assignments. 40 wpm. Excel appearance. VIVA

15 E. 40 St. Suite 702

Admin. Asst. t/p $14,000

ADVERTISING

Fortune 500 consumer co seeks brite asst for mktg. area. Busy diverse respon., various facets of mktg. Internat'l beauty line. 50-55 typg. nec. Call Barbara Abel

ASA. INC. 867-2540
41 E. 42 Street Rm. 1518 Agency

Directions: From the information given in the sample help wanted ads above, answer the following questions:

1. How fast must you be able to type in order to get the job of "clerk/typist"?

   _____

2. List the titles of two ads that require you to send a resume.

   _____

   _____

3. What number should you call to apply for the job listed as "Advertising?"

   _____ With whom should you speak?

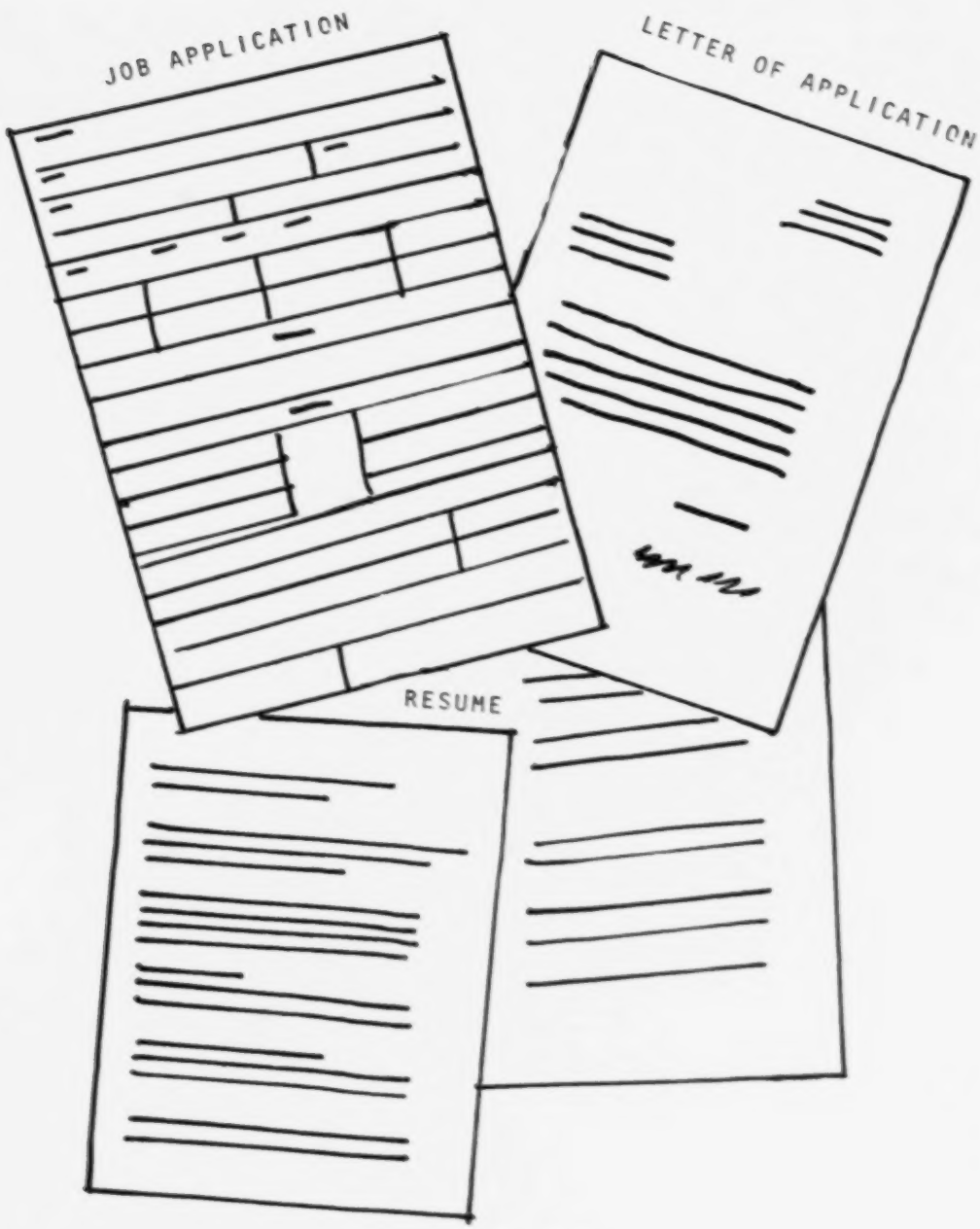
   _____

4. Many ads give only a box number at the newspaper as an address so you don't know the name of the company that is offering the job. Find two ads in which the name of the company offering the job is given, and list these companies below.

   _____

   _____

# 2. Job Application Forms, Letters of Application, Resume, Etc.



# Putting Yourself on Paper

Look, I've never been very good at reading or writing. Doesn't that mean that others will have a better chance than me at finding a job?

Answer: It is true that some people find reading and writing to be a chore. Whether you are seeking placement on a job or in a college you must be able to read carefully, fill in applications properly, and write a standard business letter. In fact, business letters are always included on the RCT's and the English Regents exams.

The following three written forms can be used to your advantage:

1. Letter of Application (introduction)
2. The Resume (summary of your career, educational and personal background)
3. The Application Form (for a specific company or school)

The next few pages should be studied carefully and used as a handy reference.

# Format for a Letter of Application

## 1. Introducing Yourself

The letter of application may be a first opportunity for an applicant to make direct contact with a potential employer. The letter must make an immediately favorable impression on the company. It is your opportunity to merit further attention to be considered for employment. The letter of application may be used as a cover letter for mailing out resumes, answering want ads for an out-of-town job, or soliciting a position not in existence at present, but which a boss might benefit in creating.

GUIDELINES FOR WRITING A LETTER OF APPLICATION:

1. Type neatly, using care in sentence structure, spelling and punctuation. Always use an original in submitting an application.
2. Use white 8½ X 11" typing (bond) paper.
3. Whenever possible, address the letter to the appropriate person in the firm by name. Example: Mr. Frank Peter, Executive Vice-President.
4. Be clear, business like, and brief. Do not send more than one page!
5. Focus on why you want to work with this particular company and the contribution that you may feel you might make to the firm.
6. Refer to your resume and enclose a copy.
7. Indicate that you wish an interview, and that you will telephone during the week of (month) (date).
8. Keep a copy of the letter.

A follow-up in the form of a telephone call requesting an interview or an inquiry about what action has been taken on your letter is advisable. This gives the employer the impression that you are <u>really</u> interested in working for that particular company. It is not very likely that your letter will arrive at the very moment they are looking for someone. Yet, many people have gotten jobs because their letter was kept for future reference. Make your own luck!

**VACANCY**

# Format for a Letter of Application

## 2. Soliciting a Position

The following format for the letter of application illustrates the type of information which should be included in each paragraph in soliciting a possible position.

---

Your present address
City, state, zip code
Date of writing

Mr. John Blank
Title
Company
Street address
City, state, zip code

Dear Mr. Blank,

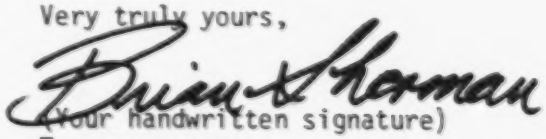
First paragraph: Explain why you are writing. Name the position, or field, or general vocational area about which you are asking. Indicate how you heard of the opening or organization.

Second paragraph: Mention one or two qualifications you think would be of greatest interest to the employer. Slant your statements to the employer's point of view. Show your particular interest in this company or type of work. If you have had related experience or specialized training, be sure to point it out.

Third paragraph: Refer the reader to the enclosed application form, resume, or the fact that the Placement Office has, or will, send full credentials which will give additional information concerning your background and interests.

Fourth paragraph: A) Close by making a specific request for an interview. Suggest a date and time. Indicate that you will phone on a specific day to set up an appointment. B) If, instead of wanting an interview, your request was for further information concerning the opening, it would be polite to enclose a self-addressed, stamped envelope. Make sure your closing is not vague, but makes a specific action from the reader likely.

Very truly yours,



(Your handwritten signature)
Type your name

Adapted from the Maryland State Employment Service, Job Search Information Center, 1977.

# Format for a Letter of Application

## 3. Replying to an Ad

Your house number/street
Your town, state, zip code
Today's date

Box/Newspaper
Street address
City, state, zip code

Dear Sir or Madam:

In answer to your advertisement for a _____ in today's Times, I would like to submit the following:

I am a graduate of _____ (name of school) High School, Class of 19_____, where I majored in _____. (My typing speed is _____words per minute.) I can _____ (names of equipment, machines, and/or skills). I studied _____ (subjects).

_____.

As you can see from the enclosed resume, I can _____.

_____.

(highlight special qualifications which may interest employer)

I will be available for an interview at your earliest convenience. I can be reached at the above address or (your phone number).

Very truly yours,

Jason Schaffer
(sign your name)
(type your name below)

# Sell Yourself in an Interview-Getting Letter

## A. The Challenge

Obtain the name and address of an interviewer who is hiring for a job you want. On a separate sheet of paper, compose a letter of application, using either Format A or Format B, depending on your source of information for the position.

## B. The Decision

1. Exchange your completed letters with a person in the next row. Each row or group constitutes a screening panel which picks the best letter.

2. A committee chairperson for each row or group reports to the class on which letter was selected, and in what ways it was found superior to those to which it was compared.

3. The chairperson may interview the applicant whose letter was judged best.

# Your Resume

A resume is a summary of the candidate's background and provides basic information that an employer may evaluate. Time is saved at the interview because the basic information needed about the applicant has been presented in a convenient form.

A resume may be written in a variety of forms depending upon its purpose. It should emphasize the applicant's qualifications while directing them toward those specifically required by the job or employer.

GUIDELINES FOR WRITING A RESUME:

1. Limit the resume to one or two pages.
2. Concentrate on your accomplishments. Emphasize your positive points and omit items that carry a negative connotation.
3. Your resume is a business document, not an advertisement. Use direct and simple language. Avoid "trade lingo."
4. Be consistent in writing style and resume form throughout.
5. Produce a neat, typewritten, even spaced resume on good quality paper.
6. Prepare multiple copies. Either type each copy separately or have your resume photocopied or xeroxed. DO NOT USE CARBON COPIES.
7. AVOID THE FOLLOWING:
    a. Attaching a photograph
    b. Putting the current date on the resume
    c. Stating your salary requirements
    d. Sending without a cover letter

# Sample Resume

Resumes may be prepared in various forms. This sample uses the basic form for a resume. Adjustments may be made according to your individual needs and the job for which you are applying.

NAME: _____ DATE OF BIRTH: _____

STREET ADDRESS: _____ HEIGHT: _____

CITY, STATE, ZIP CODE: _____ WEIGHT: _____

TELEPHONE: (  ) _____ MARITAL STATUS: _____

TRAINING OBJECTIVE: _____

_____

(Briefly state your goals and the type of training you want)

EDUCATION:

High School (Name and Address) _____

_____

Relevant Courses: _____

_____

Grade Average: _____

Activities: _____

(List major ones only)

SPECIAL SKILLS: _____

WORK EXPERIENCE: _____

_____

_____

REFERENCES: _____

(Simply write, "References on request.")

# Making Your Resume Work for You

In your leisure time, you may do odd jobs in and around the house or you may enjoy certain hobbies, like coin collecting, or carpentry, or baking. Almost everything a person does involves activities which contain skills that can be transferred to paid job situations. First, however, they have to be put on your personal data form, or resume. The task, of course, is to list those activities and translate them into skills so that an employer can appreciate and value them.

Unless you have lived in a closet for the past few years of your life, you have performed many activities. For example:

- The fact that you've been chosen to be a leader in any sort of group or organization speaks well of your abilities with people. Did you ever organize a cake sale or sell tickets to a dance?
- Belonging to social organizations indicates a social wareness and ability to get along with others, which are important job skills.
- If you've been responsible for raising a younger brother or sister, this may indicate to an employer that you are responsible.
- Carrying a part-time job indicates independence and responsibility.
- Assisting your parents in their jobs or with tasks they have to do may identify some of your skills.
- Hobbies can be useful indicators of skills and interests. If you have several hobbies, look for a pattern you can translate into skills.
- Being an unpaid worker at something should not prevent you from listing that experience.

On the next few pages, you will find out how to translate your background into selling points so that you can write an effective resume.

# Taking Stock

## A. Translating Play into Work

You may have a better chance for a job than you realize. Everything you have done will now reflect certain aptitudes that you can use on the job, as the following pages will reveal.

Teams, clubs, community activities and organizations to which I belong:

1. _____
2. _____
3. _____
4. _____
5. _____

Offices I hold or held in those organizations:

1. _____
2. _____
3. _____
4. _____
5. _____

What is it that I like about the teams, clubs, and organizations in which I participate?

_____

_____

_____

My favorite hobbies and recreational activities:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

What appeals to me about the hobbies and recreations I have chosen?

_____

_____

_____

## B. Translating Experiences Into Skills

Directions: Listed below are descriptions of work activities. Under each category list the experience you have had and things you have done, whether paid or unpaid, which shows you have acquired that ability.

1. Doing routine, repetitive tasks.

2. Working with physical objects.

3. Helping or teaching other people.

4. Performing for others and receiving recognition and appreciation.

5. Using machines which either fix things or produce things.

6. Persuading, communicating, informing people.

7. Working in the technical field.

## C. Translating Abilities Into Skills

Being able to do a job is considered a skill. Look over your list of abilities on the previous page, and choose three that can be applied to jobs, and list them below.

| SKILLS | JOBS |
|---|---|
| 1. _____ | 1. _____ |
| 2. _____ | 2. _____ |
| 3. _____ | 3. _____ |

NOW, WHEN GOING FOR A JOB, SELL YOUR SKILLS!

## D. Translating Skills Into Selling Points

Form small groups and explain to the members the skills on your list. Ask whether those skills qualify you for the jobs you listed. This is an important exercise because it will provide you with materials for an application form, and provide you with selling points during the interview. Use the space below to summarize what you discover.

_____

_____

_____

_____

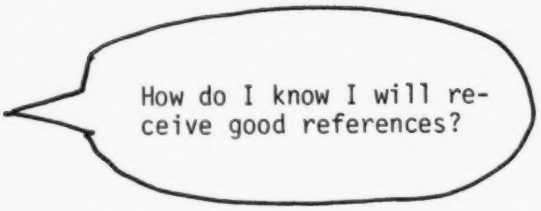
_____

_____

_____

_____

# Requesting References




Answer: You can be sure that they will be good references if you do the following:

1. Decide which persons you know are best qualified to give you a good reference.

2. Choose people who know something about your character, ability, experience, education, or personality. Former employers are excellent. Members of your community such as religious leaders, doctors and businessmen should be used. Select teachers as references only if you did well in that person's class.

3. Request permission from the individuals you want to use as references. This gives them the opportunity to refuse gracefully or may serve to refresh their memories about you.

Always keep the names of references with their addresses and telephone numbers available in your JOB KIT. This avoids delay in completing applications or giving names at an interview. Letters of recommendation may also be important in helping to get a job. The letter may describe in a positive way your character, sense of responsibility, punctuality and skills. These may be acquired from the same people used as references. Make several photocopies of their letters of recommendation.

# Resume For Job Seekers

Gather together the facts about your skills, activities, experiences and references. You are ready to write your resume, using this as a guide.

Howard McKenna
2988 Jennings Street
Staten Island, N.Y. 13304
Tel: 555-5322

OCCUPATIONAL GOAL:

Automotive Mechanic

EDUCATION:

Millard Fillmore High School

COURSE WORK:

English
History
Mathematics
Automotive Shop
Drafting I & II
Electricity Shop
Engine Shop I & II

CLASS RANK:

First third of class in Industrial Arts

EXTRA-CURRICULAR ACTIVITIES

Jr. and Sr. Varsity football
Track team

HOBBIES:

Fixing cars

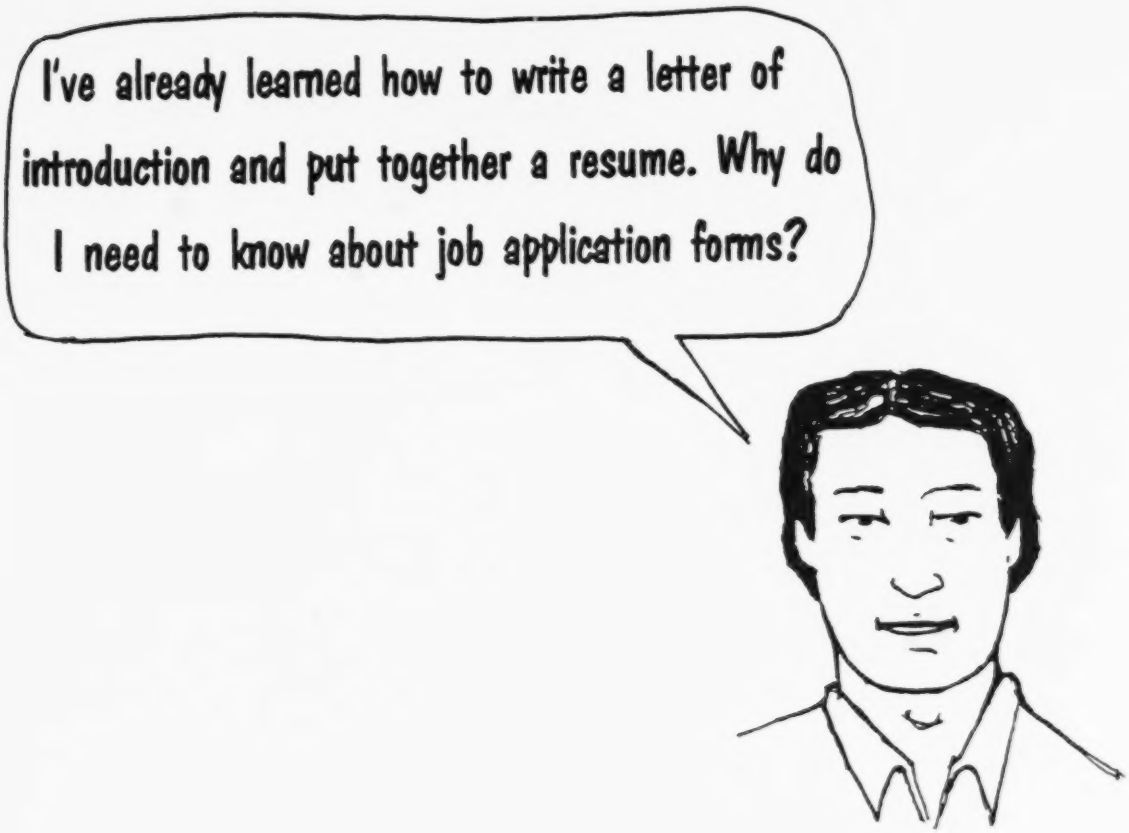
WORK EXPERIENCE:

Summer 1982 - Island Paint Co., 42 Oak Street, Staten Island - stock boy
Summer 1981 - Crosstown Service Station, 49 Harbor Lane, Staten Island - gas pumper

REFERENCES:

Furnished on request.

# The Job Application Form


I've already learned how to write a letter of introduction and put together a resume. Why do I need to know about job application forms?

Answer: Whenever you apply for a job, you will most likely have to fill out an employment application. The application is a written record that tells an employer about you. From the information that you write on your application, an employer decides whether or not you should be considered for a job with that company.

Application forms are used by companies for a variety of reasons. Some companies rely heavily on information shown on the form as a basis for hiring. Others are interested in knowing whether or not the applicant can follow directions, understand questions and answer them. The completed form also will tell the employer about your neatness, thoroughness, and writing abilities.

Even though a company may not have any current job openings, you may be asked to fill out an application anyway. Your application will be kept on file so that if a suitable job in that company becomes available in the future, the employer can call or write you to see whether you are still interested. Personnel agencies also require you to complete similar applications.

On the next few pages, you will become familiar with all the aspects of making the right impression on job applications.

# The Vocabulary of Application Forms

Here are words you will see on job application forms. You need to know what they mean so that you can fill out an application form correctly.

Each word in the first column below goes with a meaning in the second column. After each word, write the number of its meaning. If you don't know what a word means, look it up in a dictionary. Write the definition in your "Personal Vocabulary List" at the end of this package.

A.
- agency _____
- application _____
- available _____
- benefits _____
- blanks _____

1. spaces in which to write something
2. extras like vacation pay, insurance
3. open for applicants
4. place that will try to find you a job
5. a form used in asking for a job

B.
- bonded _____
- clerical _____
- citizenship _____
- career goals _____
- convicted _____

1. the insurance company pays the boss if an employee steals
2. found guilty
3. does office work
4. country to which you belong
5. jobs you'd like to aim for some day

C.
- compensation _____
- defect _____
- dependents _____
- education _____
- employment _____

1. pay for injury or if you're out of work
2. how far you've gone in school
3. a job
4. something that is wrong or not working
5. people you support with money you earn

D.
- employee _____
- employer _____
- experience _____
- former _____
- full-time _____

1. worker
2. about 35 to 40 hours per week
3. things you've done before or jobs you've had
4. the boss; you work for him/her
5. in the past

E.
- handicapping conditions _____
- height _____
- hobbies _____
- interview _____
- of legal age _____

1. how tall you are
2. old enough to hold a job
3. a face-to-face meeting
4. questions that may be asked only if the disability is related to the applicant's ability to do the job
5. things you like to do for fun

F. major _____
maiden name _____
military service _____
part-time _____
office _____

1. woman's name before marriage
2. time in the Army, Navy, or Marines
3. very important
4. less than 35 to 40 hours per week
5. place for business work

G. opportunity _____
overtime _____
permanent _____
physical limitations _____
position _____

1. a job
2. a chance at something good
3. body health problems affecting the job
4. more than 40 hours per week
5. for good, not just for a short while

H. personal _____
personnel _____
personnel department _____
preferred _____
qualifications _____

1. the company department that hires people
2. would like to have, more desirable
3. an ability that makes a person suitable for a specific job
4. belongs to you
5. workers

I. references _____
resume _____
raise _____
sex _____
single _____

1. not married
2. people who know you and will say good things about you
3. more pay for your work
4. description of yourself by you
5. male or female

J. Social Security _____
salary _____
selective service classification _____
signature _____
specify _____

1. state exactly
2. draft board number
3. pay
4. money after you retire or are disabled
5. your name, written by you

K. skill _____
status _____
supervisor _____
temporary _____
termination _____

1. your boss
2. how things stand now
3. leaving a job
4. for a short time
5. something you can do well

# Using Your New Vocabulary

1. Directions: Unscramble each word on the left. Match each unscrambled word with its definition and write the correct word in the space provided.

| | | |
|---|---|---|
| pendedten | _____ | 1. a person who applies for a job |
| enceferers | _____ | 2. information or facts about something |
| persimertenstiona | _____ | 3. easy to read, clearly written |
| ppliacant | _____ | 4. a person who depends upon you for financial support |
| pouses | _____ | 5. insured against stealing or losing the company's money |
| adta | _____ | 6. a false or misleading statement |
| nnelosper | _____ | 7. people who know you and can speak well of your character or ability |
| eddonb | _____ | 8. husband or wife |
| vispersuor | _____ | 9. the person or boss directly over you |
| blegeli | _____ | 10. the department in charge of all employees |

2. Directions: Rewrite the following letter on a separate sheet of paper. For each underlined vocabulary word, substitute its definition which you have learned from the vocabulary list above.

Dear Applicant,

The data you sent to our personnel department has been rejected.

Your references indicated that your application form is filled with misrepresentations. You do not have a spouse or other dependents.

Your previous supervisor has stated that you cannot be bonded.

In addition, your application was almost illegible.

Very truly yours,

Mark Winwood

Personnel Manager

# Tips For Application Forms

BE CAREFUL

If you are careful about following instructions on your application, an employment and/or college interviewer probably will decide that you are a careful worker.

BE NEAT

Print or write clearly, so that your application can be read easily.

BE CERTAIN

Before you begin to fill in the blanks, read everything on the application carefully. After you complete the form, read it again to make sure you have answered every question correctly.

BE ALERT

If you are not sure about the meaning of abbreviations used on the form, ask the person who gave you the form for an explanation.

BE COMPLETE

Answer every question to the best of your ability. If it does not apply to you, write "Does not apply" to show that you have read the question. If at all possible, do not leave any blanks. If you do, the chances are that this point will only come up again during the interview. You will be better prepared to furnish information if you have completed the Personal Data to take with you when you are being interviewed.

BE CORRECT

Watch your spelling, grammar and punctuation. Check your application carefully for mistakes.

BE POSITIVE

Describe all your skills and experiences. Include a complete listing of the types of machinery, equipment, and tools you are able to operate and use effectively.

BE ACCURATE

Make sure that your school record and employment dates are correct. Be prepared to explain large time gaps in your school career.

Try not to make errors. If you make a mistake, draw a single line through it and write in the correct information. A good idea is to bring an erasible pen.

# Sample Job Application Forms

Directions: Practice your new skills on this sample application form. USE A PENCIL. Fill out the form neatly and completely. When this form is accurate and complete, prepare a permanent copy. This should be placed in your JOB KIT for future use.

PERSONAL INFORMATION

Date _____ Social Security # ___ - ___ - _____

Name _____ * Age ____ Sex M/F
Last First Middle

Present Address _____
Street City State Zip

Permanent Address _____
Street City State Zip

Phone No. ( ) _____ Check One: Own Home ____ Rent ____ Board ____

* Date of Birth _____ Height ____ Weight ____ Color of Hair ____ Color of Eyes ____

* Married ____ Single ____ Widowed ____ Divorced ____ Separated ____

# of Children ____ Dependents other than Wife or Children _____ Citizen of USA ____ yes/no

If Related to anyone in our Employ
State name and department _____

Referred by _____

EMPLOYMENT DESIRED

Position _____ Date you can start _____ Salary Desired _____

Are you employed now? _____ If so may we contact your present Employer _____

Ever applied to this company before? _____ Where _____ When _____

EDUCATION

| Name and Location of School | Years Attended | Date Grad. | Subjects Studied |
|---|---|---|---|
| Grammar School _____ | | | |
| High School _____ | | | |

*May be omitted under present law.

Medical History (continued)

Disabilities or Handicaps (Explain) _____

_____

Date and Nature of Last Illness _____

_____

Physical or Health Limitations _____

_____

Chronic Family Illnesses (Person and Condition) _____

_____

Days Missed at Work Past Year _____ From School _____

EMERGENCY INFORMATION

Doctor's Name _____ Telephone (  ) _____
Address _____
Name of Person to Notify _____ Telephone (  ) _____
Address _____

_____

_____

EDUCATION

High School Attended _____

Address _____
Street City State Zip

Other Schools (other than junior high or elementary)

Name _____ Dates of Attendance _____
Address _____

Name _____ Dates of Attendance _____
Address _____

Special Skill Courses _____
School Activities _____
Special Activities _____

_____

_____

WORK EXPERIENCE (list latest experiences first)

1. Place _____ Address _____

Type of Work _____ Salary _____ Hours/Week _____

Dates of Employment: From _____ To _____

Personal Contact _____

# Evaluating Your Skill in Filling Out Application Forms

Directions: Using a scale from 1 to 10, how would you rate your ability in each category? Ten is the perfect score!

## A. When I Filled Out the Application:

| | SCORE |
|---|---|
| 1. I understood the vocabulary used on the forms; | _____ |
| 2. I followed all directions carefully; | _____ |
| 3. I asked questions when in need of help; | _____ |
| 4. I accurately provided information, including dates, addresses and phone numbers; | _____ |
| 5. I described my abilities and assets positively; | _____ |
| 6. I wrote clearly so that the application could be read easily; | _____ |
| 7. I filled in each question completely; | _____ |
| 8. I checked the grammar, spelling, numbers, dates and punctuation for accuracy; | _____ |
| 9. I answered all the questions. | _____ |

NOTE: I will develop a "MY PERSONAL DATA" form for my JOB KIT for the information needed for the application form, pages 54-56,

## B. Your Classmates' Evaluations

Directions: After you have rated your own ability to fill out application forms, exchange one of the application forms which you recently completed with a classmate. Let your partner rate your skill in the B column above. Below, write how you account for any differences which may have resulted.

_____

_____

_____

_____

# Your Job Kit: Don't Leave Home Without it!

# The Job Kit

The JOB KIT is a handy way to have all the items you could possibly need for any application all together. It is always with you and you are prepared.

1. Your resume.
2. Personal Data Form.
3. A record of birth is one of the most valuable documents an individual has. This document basically is used to prove one's name, age, birthplace, and parentage. This document should be kept in a safe place and a copy kept in the JOB KIT.
4. The Social Security card contains a number assigned to the individual by the Social Security Administration. The Social Security Act, passed by Congress in 1935, requires that a number be assigned to individuals before they are permitted to begin work.
5. The school diploma usually is accepted as proof of completing a number of years of school or a specific training program. A skill certificate may be issued to those who reach a certain skill level in typing, shorthand, a foreign language, or ability to repair a product.
6. A driver's license may be required for entry into a job. Although in most states people may obtain a driver's license at age 16, those who are not yet 18 may not be employed in occupations that involve driving a motor vehicle as a major task of the job.
7. Working papers. If you are under age 18, working papers are required for most jobs. The forms are available at your school or at the Employment Certification Centers in each borough. The Brooklyn Office is at 475 State Street and is open from 8:30 A.M. - 4:00 P.M., Monday-Friday. For information, telephone 596-8900. Applicants must bring proof of their birth, their own Social Security number and a consent form signed by a parent. A physical examination is required and is given at the centers.
8. A list of references.
9. Letters of recommendation.
10. Samples of specifics.

**DON'T LEAVE HOME WITHOUT YOUR JOB KIT !**

# Don't Draw a Blank

Suppose there are questions on the application that I don't remember how to answer. Should I just leave them blank, or say, "I don't know"?

If at all possible, do not leave any blanks, because the questions will only come up again. This problem will not exist if you have prepared your Personal Data sheet to take with you when you are being interviewed.

Your Personal Data sheets should be brought with you to all interviews. Fill in the complete form for your personal JOB KIT. Then you will have it handy, and not be faced with the embarrassment of having to say "I don't know".

# My Personal Data

Directions: Use this form to summarize personal information about yourself.

GENERAL

Full Name _____
Last First Middle Maiden

* Date of Birth _____ Place _____
City State

Social Security Number ___ - ___ - _____ Citizenship _____
Country

Present Address _____
House number and Street

_____
City State Zip

No. Years Residence _____ Telephone number ( ) _____

Past Address _____
House number and Street

_____
City State Zip

Driver's License number _____

Number of Accidents Past Year _____

FAMILY INFORMATION

Beneficiary (For insurance purposes) _____

Mother's Name _____ Years of Education _____
Last First

Occupation _____ Work Address _____

MEDICAL HISTORY

Height _____ Weight _____ Hair Color _____ Eye Color _____

| | Good | Poor | (Explain) |
|---|---|---|---|
| Vision | _____ | _____ | _____ |
| Hearing | _____ | _____ | _____ |
| General Health | _____ | _____ | _____ |

* May be omitted under present law.

Medical History (continued)

Disabilities or Handicapping Conditions (Explain)_____

_____

Date and Nature of Last Illness_____

_____

Physical or Health Limitations_____

_____

Chronic Family Illnesses (Person and Condition)_____

_____

Days Missed at Work Past Year_____ From School_____

EMERGENCY INFORMATION

Doctor's Name_____ Telephone (  )_____
Address_____
Name of Person to Notify_____ Telephone (  )_____
Address_____

_____

EDUCATION

High School Attended_____

Address_____
Street City State Zip

Other Schools (other than junior high or elementary)

Name_____ Dates of Attendance_____
Address_____

Name_____ Dates of Attendance_____
Address_____

Special Skill Courses_____
School Activities_____
Special Activities_____

_____

WORK EXPERIENCE (list latest experiences first)

1. Place_____ Address_____

Type of Work_____ Salary_____ Hours/Week_____

Dates of Employment: From_____ To_____

Personal Contact_____

Work Experience (continued)

2. Place _____ Address _____

   Type of Work _____ Salary _____ Hours/Week _____

   Dates of Employment: From _____ To _____

   Personal contact _____

3. Place _____ Address _____

   Type of Work _____ Salary _____ Hours/Week _____

   Dates of Employment: From _____ To _____

   Personal contact _____

REFERENCES (personal and/or previous employer)

1. Name _____ Position _____

   Address _____
   Street City State Zip

   Telephone: Business ( ) _____ Home ( ) _____ Years Known _____

2. Name _____ Position _____

   Address _____
   Street City State Zip

   Telephone: Business ( ) _____ Home ( ) _____ Years Known _____

3. Name _____ Position _____

   Address _____
   Street City State Zip

   Telephone: Business ( ) _____ Home ( ) _____ Years Known _____

# Forms in Your Life

The job application blank is the standard tool most personnel offices or employers use for identifying potential employees. Most organizations, in fact, require job applicants to complete an application before an interview. You should, however, be familiar with the forms you will need to fill out to secure the following important documents:

1. SOCIAL SECURITY CARD: You can apply for this card at the Social Security office nearest you. Look in the phone book under U.S. Government Offices, Health, Education and Welfare Dept., Social Security Administration for the address and phone number. Also, the application form for obtaining the card may be available at your local post office or state employment office. Your parents may have a Social Security card for you. Ask them.

2. EMPLOYMENT CERTIFICATE OR WORK PERMIT: This permit, permitting minors to work, may be obtained from your school counselor or from the state employment office. Look in your phone book under New York State Government Offices, Labor Department, Job Service Division, and contact the office nearest you.

3. DRIVER'S LICENSE: Look in your phone book under New York State Government Offices, Motor Vehicles Department, for the nearest office and phone number.

4. HEALTH CERTIFICATE: Many jobs require a health certificate to be filled out to insure that the individual has no contagious diseases. These forms are supplied usually by the employer and taken to a physician or clinic for completion.

5. BIRTH CERTIFICATE: Some jobs may require a copy of your birth certificate. If you were born in New York City, this valuable document was filed when you were born at:

   Birth and Death Records
   New York City Department of Health
   125 Worth Street
   New York, N.Y. 10013
   Phone: 247-0130

   Fee: $3.50

   If you were not a native New Yorker, contact the county or city where you were born, or the church where you were baptized.

Practice filling out some of these forms in the next few pages. These forms are similar to ones you may have to fill out in the near future. When you fill out an application, never leave any blanks.

# Getting a Social Security Card

## SOCIAL SECURITY APPLICATION

**APPLICATION FOR A SOCIAL SECURITY NUMBER**
**(Or Replacement of Lost Card)**

Information Furnished On This Form Is CONFIDENTIAL

DO NOT WRITE IN THE ABOVE SPACE

See Instructions on Back. Print in Black or Dark Blue Ink or Use Typewriter.

1 Print FULL NAME YOU WILL USE IN WORK OR BUSINESS (First Name) (Middle Name or Initial – if none, draw line ___) (Last Name)

2 Print FULL NAME GIVEN YOU AT BIRTH

3 PLACE OF BIRTH (City) (County if known) (State)

4 MOTHER'S FULL NAME AT HER BIRTH (Her maiden name)

5 FATHER'S FULL NAME (Regardless of whether living or dead)

6 YOUR DATE OF BIRTH (Month) (Day) (Year)

7 YOUR PRESENT AGE (Age on last birthday)

8 YOUR SEX MALE ☐ FEMALE ☐

9 YOUR COLOR OR RACE WHITE ☐ NEGRO ☐ OTHER ☐

10 HAVE YOU EVER BEFORE APPLIED FOR OR HAD A SOCIAL SECURITY, RAILROAD, OR TAX ACCOUNT NUMBER? NO ☐ DON'T KNOW ☐ YES ☐ (If "YES" Print STATE in which you applied and DATE you applied and SOCIAL SECURITY NUMBER if known)

11 YOUR MAILING ADDRESS (Number and Street, Apt. No., P.O. Box, or Rural Route) (City) (State) (Zip Code)

12 TODAY'S DATE

13 TELEPHONE NUMBER

14 Sign YOUR NAME HERE (Do Not Print)

TREASURY DEPARTMENT Internal Revenue Service
FORM SS-5 (7-59)

Return completed application to nearest SOCIAL SECURITY ADMINISTRATION OFFICE

HAVE YOU COMPLETED ALL 14 ITEMS?

**INSTRUCTIONS**

**One Number Is All You Ever Need For Social Security And Tax Purposes**
**Special Attention Should Be Given To Items Listed Below**

Fill in this form completely and correctly. If any information is not known and is unavailable, write "unknown." Use typewriter or print legibly in dark ink.

1 Your social security card will be typed with the name you show in item 1. However, if you want to use the name shown in item 2, attach a signed request to this form.

3 If not born in the USA, enter the name of the country in which you were born.

5 If a stepfather, adopting father, or foster father is shown, include the relationship after name; for example, "John H. Jones, stepfather."

10 If you have ever before filled out an application like this for a social security, railroad, or tax number, check "yes" even if you never received your card. If you check "yes," give the name of the State and the approximate date on which you applied. Also enter your social security number if you did receive the card and remember the number. You may find your number on an old tax return, payroll slip, or wage statement.

11 If you get your mail in the country, without a street address, show your R.D. Route, and Box number; if at the post office, show your P.O. Box No.; if there is no such way of showing your mail address, show the town or post office name. If mail under your name is not normally received at the address which you show, use an "in care of" address.

14 Sign your name as usually written. Do not print unless this is your usual signature. (If unable to write, make a mark witnessed by two persons who can write. The witnesses preferably should be persons who work with the applicant and both must sign this application. A parent, guardian, or custodian who completes this form on behalf of another person should sign his own name followed by his title or relationship to the applicant, for example, "John Smith, father.")

* GPO 1963 OF—330-798

FOR DISTRICT OFFICE USE

FOR BUREAU OF DATA PROCESSING AND ACCOUNTS USE

# Get into the Driver's Seat

## –DRIVER'S LICENSE APPLICATION

Department of Motor Vehicles
REQUEST FOR ORIGINAL DRIVER LICENSE — Write Below This Line — Pending Number

1. Check Type Desired ☐ Jr. Oper. ☐ Oper.
   Chauffeur ☐ Class 1 ☐ Class 2 ☐ Class 3 ☐ Unclass.
   Restriction
   ☐ Birth Certificate ☐ Baptismal Cert. ☐ Passport ☐ Other Proof ..... Check M.O.
   Learner's Permit No.

2. PRINT Full Name — First — Middle — Last

| | | | | |
|---|---|---|---|---|
| 3. Mailing Address | Street & No. | City or P.O. | County | State |
| 4. Legal Address | Street & No. | City or P.O. | County | State |

5. Date of Birth — Mo. Day Year
6. Sex — ☐ Male ☐ Female
7. Weight — Lbs.
8. Height — Ft. In.
9. Color of Eyes

Examined by ..... date .....

| | Yes | No |
|---|---|---|
| 10. If you answer "Yes" to any part of Question 10, fill out and attach form MV-22. (a) Have you ever had a convulsive disorder, epilepsy, fainting or dizzy spells, or any condition which caused unconsciousness? | | |
| (b) Have you ever had a heart ailment? | | |
| (c) Do you have any physical disability? Have you suffered the loss of, or the loss of the use of, a leg, hand, foot or eye? | | |
| (d) Have you had any mental illness for which you have been confined to any hospital or institution? | | |
| 11. Is it necessary for you to wear glasses or contact lenses while driving a motor vehicle? | | |
| 12. Have you ever been found guilty of ANY crime, offense or traffic infraction (except parking violations), or forfeited bail in any court either in this state or elsewhere? | | |

If yes, list all convictions and forfeitures of bail below (If additional space required, fill out and attach form MV-22):

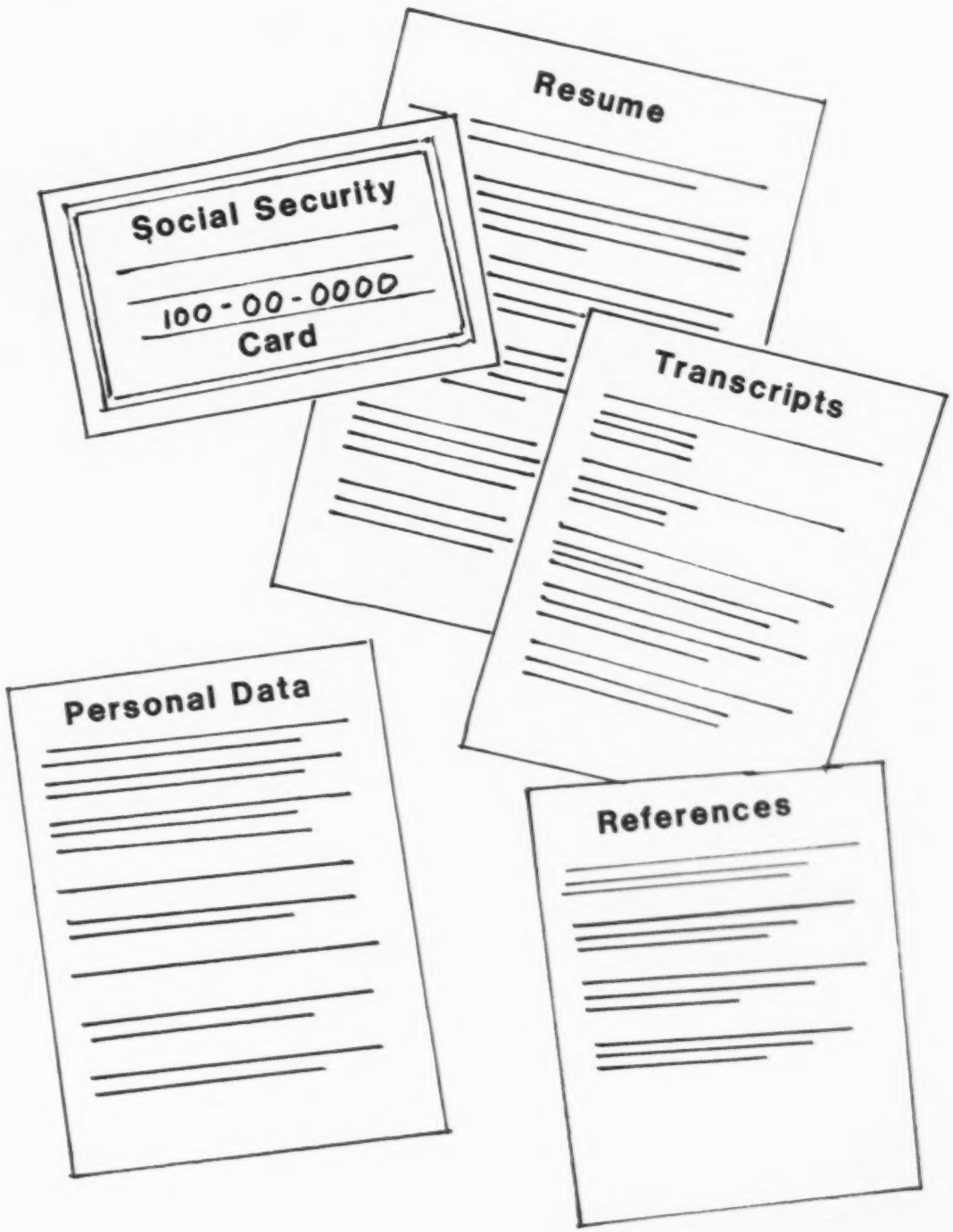
| Date | Crime, Infraction, Offense | Court and Location |
|---|---|---|
| | | |

| | | |
|---|---|---|
| 13. Do you have a valid current Driver License? If yes, give state and license number. _____ | | |
| 14. Have you ever had a learner's permit or a license to operate a motor vehicle refused, suspended or revoked, cancelled or an application for a Driver license denied, in this state or elsewhere? If you have answered "Yes" give reasons. If accident was involved, give date and place: _____ | | |

Where do you desire your road test examination? _____

Signature of Applicant _____

# The Job Kit


Resume
Social Security
100-00-0000
Card
Transcripts
Personal Data
References

# 3. The Job Interview

# They Want Me to Come For an Interview Now What?

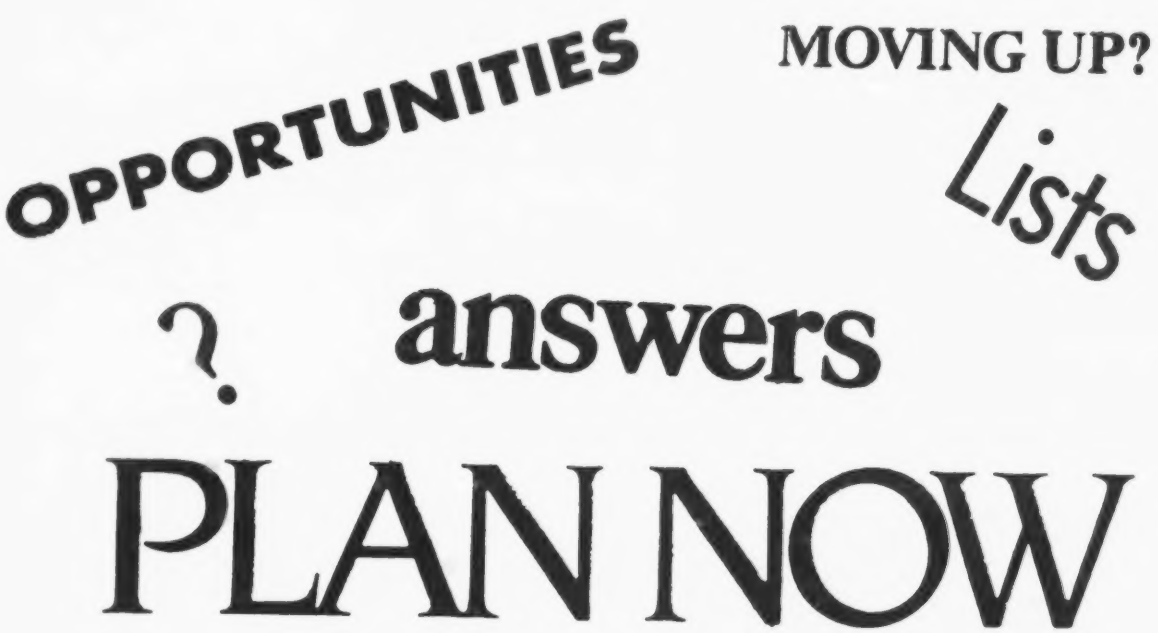
You got your first job interview. Congratulations! You have made arrangements for an interview, or maybe several. That's great. Remember, the odds are that the employer will meet with a number of other applicants as well as you. Even though you have come a long way, there is still more to go. If you are to come out a real winner, and get that first check as your prize, you will have to deal with the fact that there will be strong competition from the other applicants.

REMEMBER: The employer will be selecting just one person who comes across best in the interview. Like you, the other applicants are probably well aware of this, and they are probably thinking how to handle their actual talk with the employer.

In this section you will learn the skills of getting ready for an interview and the techniques that will help you know:

- Where to go
- Whom to see
- How to get there
- What to take with you
- What to know
- How to schedule your time

PRE-INTERVIEW PREPARATION GIVES HELP IN SECURING THE JOB! REMEMBER TO TAKE YOUR JOB KIT WITH YOU TO ALL INTERVIEWS.



# Your Attitude is Showing

ATTITUDE: Before you learn the practical skills necessary to find the job, take a look at something you already have: YOUR ATTITUDE. The outlook you project will speak for itself in a positive or negative way. See what happened to Robert Green. Here is a letter Robert received after an interview.

Dear Robert:

Today you came to me for an interview. From the look of your shoulders as you walked out, I suspect you've been turned down before. I hired a teenager today. What was so special about him? Not experience, neither of you had any. Attitude, that's all. ATTITUDE.

He did his best to impress me. That is where he edged you out. His clothes were clean and neat. He had gotten a haircut. He filled out the application form neatly and completely. He did not ask to borrow a pen. He carried his Social Security card, had basic identification, and did not ask, "What's a reference?" He didn't have two friends waiting for him by the soda machine, as you did! He didn't start to chew gum or smoke while being interviewed. He didn't keep looking at his watch, giving me the impression that he had something more important to do.

Moreover, he took the time to find out how we operate here, and what his day-to-day tasks would be. He was willing to start his training at the point where I could place him. I think he will keep his eyes open and work for me, like he would work for himself.

If you have even the vaguest idea of what I'm trying to say, let it show the next time you go for an interview. You will be head and shoulders above the rest. For both our sakes, get eager, will you?

Sincerely yours,

Bruce Downey

Bruce Downey

**TO BE A WINNER , YOU MUST ACT LIKE ONE!**

# Pre - Interview Checklist

Check to see that you have each item you need for your job interview.

1. _____ A pen to fill out the application and make notes.

2. _____ A notebook to jot down information including the address of the interview, name of the person you are going to see, and any other pertinent information.

3. _____ Notations of where to go, how to get there, and whom to see.

4. The items of your JOB KIT:

   a. _____ Resume

   b. _____ Personal Data

   c. _____ Birth Certificate

   d. _____ Social Security Card

   e. _____ Diploma

   f. _____ Work permit (if applicable)

   g. _____ Driver's license

   h. _____ Names of references, with addresses

   i. _____ Letter of introduction

   j. _____ Letters of recommendation

   k. _____ Sample of specific skill (if applicable)

Some items, of course, may not be available. You may have to do without that Social Security card that's supposed to be arriving in the mail any day, or that driver's license you just never bothered to get because you live in a city and don't drive. Don't worry about these, but make sure you have everything else.

HAVING EVERYTHING HELPS YOU GET EVERYTHING!

**PERTINENT**

# How to Get Ready

I'm so excited about my interview,
I don't know what to do first. How should I get ready?

Answer: First of all, get ready for the interview by learning where to go, when to go, and whom to see.

There's no way you can be a winner in an interview situation if you end up in the wrong place at the wrong time asking for the wrong person. A little effort can help you avoid this kind of no-win situation.

Knowing where to go means more than just having the name and general location of the company. If you're going to get there on time, you need to be aware of the following: 1) the exact company address; 2) the building location and the location of the office where you're supposed to show up; 3) the exact time scheduled for your interview, and 4) the name and title of the person who will be meeting with you.

YOUR APPOINTMENT FORM

Title of Job Applying for_____

Name of Place_____

Address_____

Telephone No.(  )_____Person to call_____

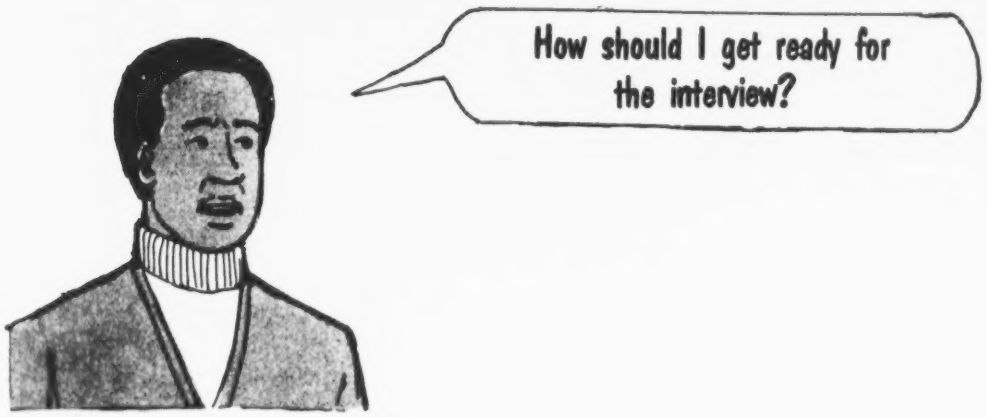
Date and Time
of Appointment_____

Place of
Appointment_____

Directions_____

Person to See_____

# Before An Interview...




Answer: Get ready for the interview by deciding just how you're going to get yourself there, and leave enough time to reach your destination fifteen minutes early.

PRE-INTERVIEW PREPARATIONS

Role-play the following situations with a partner in your classroom:

1. You are calling a department store to find out if there are any openings for a sales position. You are told to come the next day for an interview. What information do you need before hanging up the phone? Use the appointment form on the previous page.

2. You are calling to confirm your appointment with a personnel officer of an important New York City bank.

3. You are calling for specific directions to the place of the interview.

It's not hard to plan how you're going to get to your interview, but it sure is important. Maybe you're planning to borrow someone's car. If so, you should get his permission now, and check out parking facilities near the company. You don't want to be late because you had to park ten blocks away and walk it! If you're planning on using a bus, train, or subway, take the time now to find out when these run, where you can pick them up, and where they'll drop you off. Make sure you can reach the exact place of your interview at least 15 minutes early. If you are early for your interview, it will leave an impression on the interviewer that you are a punctual person. Once you have the information you need, write it down. This kind of planning should really help you get the edge on some of your competitors.

If you need assistance in getting travel directions, you can ask the interviewer, or call the New York City Transit Authority.* Better yet, study a subway map and develop your traveling skills. You will feel proud and confident as a person who can "get around" by yourself. Use a map and do the exercises on the next page as a study guide.

*330-1234.

# Getting There

It would be unfortunate if you had an interview and were unable to locate where you were supposed to go. The New York Transit Authority will help you if you call 330-1234.

A good idea is to learn how to help yourself by becoming familiar with your city by using a subway map. Notice it has two sides One side has the land, bodies of water, boroughs, streets, and subway stations outlined.

In order to help you find places on this map, letters and numbers are placed at both sides and at the top and bottom of the map. These letters and numbers are called coordinates. If you were to try to find the borough of Manhattan and needed help, the coordinates F-2 could help you a lot. Find the letter F on the left side of the map. Draw an imaginary line across. What river is next to that letter? Now find the number 2 and move your finger down to where F would be. What direction are you traveling when you go from top to bottom? Left to right?

Locate the various boroughs. If you had to give a direction for the Bronx, where would it be located on your map? Where is Brooklyn? What direction would you be going in if you went from Brooklyn to Queens?

Can you find the coordinates for:

(a) Van Cortland Park, Bronx _____
(b) La Guardia Airport, Queens _____
(c) Coney Island, Brooklyn _____
(d) Marine Park, Brooklyn _____
(e) Prospect Park, Brooklyn _____
(f) East River Park, Manhattan _____
(g) Harlem River, Manhattan _____

Now turn to the top box center titled "How to Use this Map." At the left are symbols. Draw the symbols for:

(a) a terminal _____
(b) local stop _____
(c) express stop _____
(d) normal route service _____
(e) rush hour service _____
(f) free transfer _____

Now look at the top where it says "Route operates between Times Square, Bronx and Brooklyn." Look at the first route, No. 1, Broadway 7th Local. Can you explain from where it runs? Locate Van Cortlandt Park at coordinates A-2. What does the symbol of the red line at the top mean? What is the very first station? What kind of station is 215th Street? What is the first transfer station? What subway line does it intersect with? Where do the numbers 2 and 3 finally merge with the number 1?

**TERMINAL**

# Getting There (cont'd)

Now look at the A line at the coordinates B-1. What station is this? Is 125th Street an express station? If you wanted an E train, what would be the transfer point? If you continued on the E, what direction would you be traveling? What body of water would you travel under?

Turn the map over and look at the places to visit in the center left. Locate them on the other side of the map.

This map is different. Can you explain how? Look at the box at the bottom of the page titled "How to Use these Maps." Copy the symbols and label them.

Locate your school. What subway line is closest? Traveling toward Manhattan, what is the first stop?

TEST YOUR TRAVELLING EXPERTISE

Directions: On a separate sheet of paper, answer the following:

1. Can you help Rudy? He lives in the Bedford-Stuyvesant section of Brooklyn (I-7) at Nostrand Avenue and must make an appointment at 9 AM at Grand Central Station, in Manhattan (G-3).

   What subway line should he take from his home? What direction should he be traveling? To what line should he switch? What transfer stop should this be?

   Rudy missed his transfer point and gets off at 14th Street in Manhattan. Can you advise him what to do? Can you estimate how much time Rudy should leave for traveling to his interview?

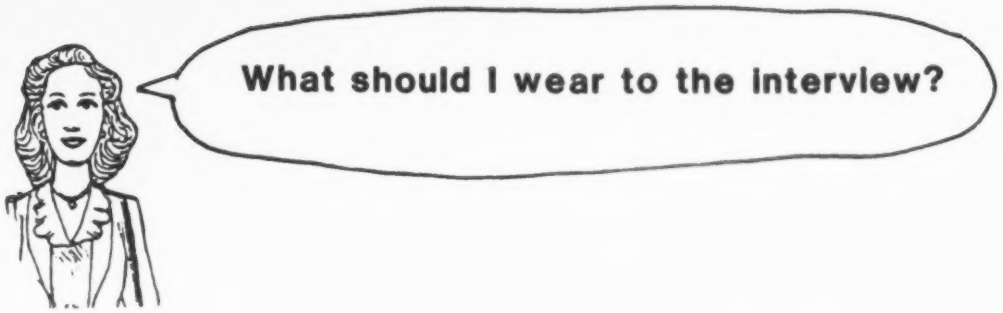
2. Make up your own destination, and test your partner with questions that you create.

3. You have an appointment for an interview at the Empire State Building, in Manhattan. Trace the subway lines and stations you would take by listing the lines and stations. Do the same for Jay Street in Brooklyn and Queens Plaza in Queens. Find each of these places on the map by noting the coordinates.

4. Remember your map, but don't panic if you lose it or forget it. Each train or car has a map display, and you now know how to read it. What would you do if you couldn't find a map? What would you do to have additional information concerning city bus or subway information?

**DESTINATION**

# Dress Right!




Answer: If there's one dress rule to follow for the interview, it's this:

DRESS NEATLY AND CONSERVATIVELY

Plan to dress just a little bit better than people who hold the type of job for which you're interviewing.

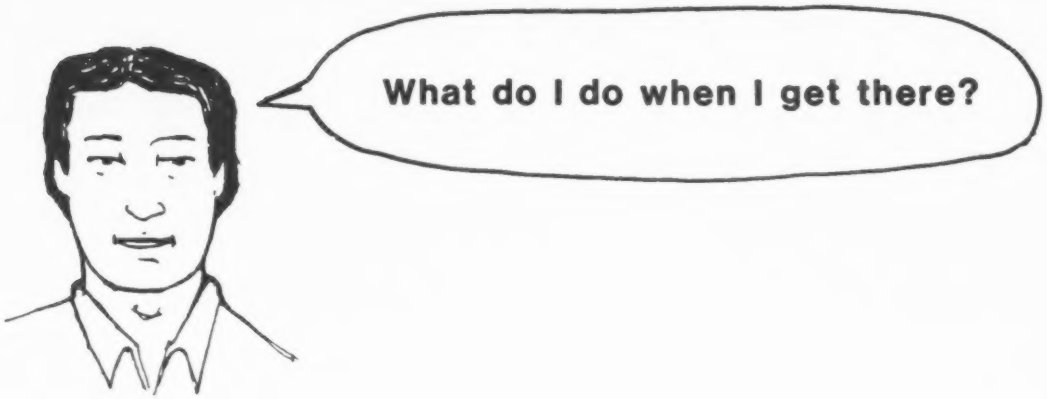
It's amazing how many top-notch job applicants decide to "do their own thing" at the interview, only to lose out because the interviewer thinks they look inappropriate. The employer pays the wages and most of them really want to know that an applicant is willing to do the company's thing instead of his or her own.

Clean up your act. You should be neat and well groomed. Allow time to take a bath or shower, shave, have nails clean and filed, and so on. Maybe applicants shouldn't be judged by the way they look, but if you don't think employers make such judgments all the time, you're wrong.

Why should an organization take an interest in the hygiene and grooming habits of its employees? As a representative of the organization, each employee can have, by his or her personal appearance, a tremendous effect on the firm's overall image. An employee who looks clean and well groomed tells the customer non-verbally that he cares about himself and his job. This sort of positive attitude is one of the essential elements of success for the individual and for the organization. An often overlooked aspect of personal grooming is the effect it has on relationships between co-workers. Clean employees work better together. Proper dress maintains a professional work atmosphere.

Now that you're dressed and ready, are you really ready for the interview? What can you do to convince the employer that you are the best choice for the job he or she is trying to fill? How should you come on? Strong? Meek? Talkative? Quiet? You need to develop some skills and techniques to help handle the interview to your best advantage and improve the odds of your getting hired. Skills you will work on include how to deal with the pre-interview activities, how to handle yourself physically, how to field questions and how to give yourself an edge over the competition.

# Arriving for the Interview




Often, the first person you will meet when you go for a job interview is the receptionist or a secretary. Her opinion of you may be very important. The interviewer may ask her what she thought of you after you have left. So, identify yourself and explain why you are there in a pleasant, professional way.

> "Hello, I'm David Furman. I have a 10:30 appointment with Mr. Ross."

DO NOT hang around to chat or ask the receptionist any questions, since it could lose you points. DO NOT act impatiently if you are required to wait. Stay cool!

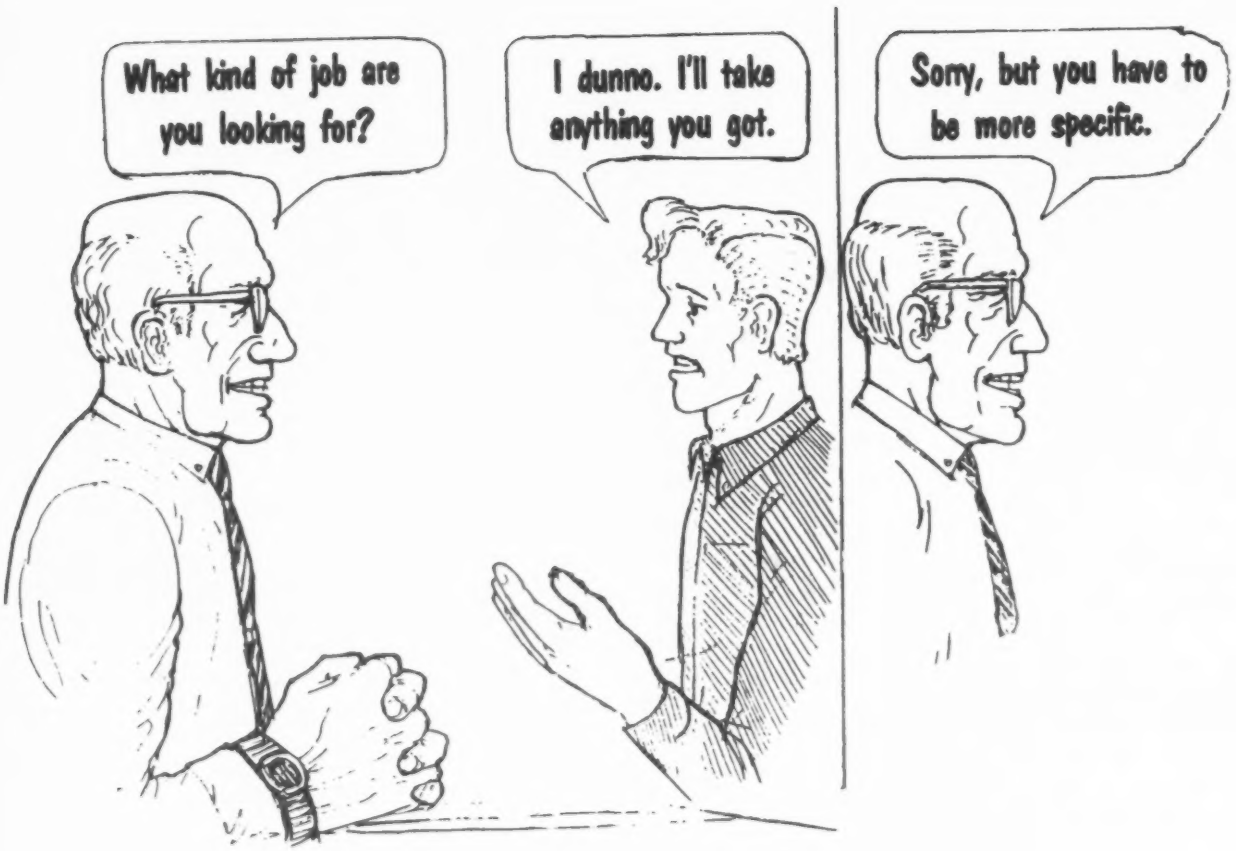
You should be about 15 minutes early for an interview to allow time for unforeseen delays (like traffic and slow subways). Use the extra time to find the restroom, check your appearance, and to be sure you are ready for the interview.

Be aware that the interviewer may come to greet you, or may ask the receptionist to show you to another office. Either way, remember this: your first impression on the interviewer is very important. Make it positive. Look him or her straight in the eye with a warm expression and offer a solid handshake. Introduce yourself with:

> "Hello, Mr. Ross. I'm David Furman. Thank you for taking time to talk to me. I am interested in the stockroom job."

Rehearse this preliminary information until it is natural and easy to say.

# This is It !




Did Baker get the job? Or was this the end of the interview? This employer later said, "We respond positively to candidates who know what the job is, why they want it, and tell us why they think we should hire them."

Of course, that's the way you will succeed in getting hired, isn't it? If you are prepared, you will have no difficulty answering questions the interviewer may ask. In the next few pages, you will find out how to present yourself properly in the interview so that you will be able to get your foot in the door.

# Interview "Shoulds"

How do you present yourself physically so the interviewer knows you're alert? By now you probably know some of the interview shall nots: .do not smoke .do not stretch way back in your seat .do not mumble .do not stare out the window. Well, then, what should you do?

An applicant who impresses the interviewer as highly aware comes across as someone who really cares about the job. If you show sincere interest you'll be seen as a possible employee, likely to pay close attention to such other important things as directions, instructions, and words of supervisors. An applicant not on his/her toes during the interview probably would be lacka-daisical at work if hired.

You can impress the interviewer with your alertness and interest by remembering the following that you should do:

1. Lean forward slightly in your seat. Like a TV viewer caught up in an exciting moment, this posture says, "I'm interested and listening."

2. Make frequent eye contact. Nothing reassures a speaker more than eye contact. It provides "Yes, I'm following you" feedback. The speaker needs to know if his/her message is getting across.

3. Face the interviewer directly. This says, "I'm tuned in." Every time you turn your body away, you're sending a message that says "I'm turned off."

4. Avoid nervous habits. Smoking, clock-watching, finger tapping, toe-tapping, repeated looking around the room are great detractors. They are signs that your attention isn't on the interviewer and what he/she is saying.

These are simple physical details, but they make a big difference in how you can come across to an interviewer. Many job applicants get weeded out just because they can't handle their bodies in a way that shows they're alert, interested, and paying attention. Rehearse your body language to show you are paying attention physically while sitting and talking, until it becomes natural and automatic.

# Interview Answers

What if the interviewer throws a lot of questions at me?

Answer: It is the interviewer's job to ask you questions. You are being trained to respond with answers that will convince the representative of the company that you are the best choice for the training position.

The interview is your opportunity to spotlight your strengths, abilities, and qualifications.

There are people who are offered every job for which they apply. These people prepare carefully for their interviews, and rehearse the best possible answers to anticipated questions.

You can begin your preparation by reviewing your personal data and resume in the JOB KIT, "How do I work in some of my important questions during the interview?"

During the first part of the interview, you will probably spend most of your time answering the interviewer's questions. However, as the interviewer starts to run low on obvious questions, you will have a chance to make inquiries of your own. It is important to have questions to ask. An applicant who does not ask about anything will come across as an applicant who does not care. By seeking answers you can show some real interest and let the interviewer know you have really been thinking about the job. Here is an example:

Interviewer: "Why did you decide to apply for a job with us?"

Applicant: "As I indicated in my resume, I've had a thousand hours of training in auto mechanics. I felt that your company would be a great place to put that training to use."

Most applicants cannot wait for an interview to be completed because they are so nervous. As a result, they often fail to ask their own questions. Worse yet, they do not deal with some unanswered questions or doubts that the interviewer may have. These people become losers. To swing the odds in your favor and come out a winner, you need to learn how to use "The Hook."

Rehearse answering the questions on the following pages. By anticipating the interviewer's questions, you can give winning answers.

**ANTICIPATE**

# Fifty Most - Often - Asked Questions

The most frequently put interview questions are given below. Look them over and try to prepare answers for any that you think might be difficult for you to handle.

Let's start with questions about your work experience and education.

1. For which job (position) are you applying?
2. Do you want a permanent job or a temporary one? What hours are you available for work?
3. What job would you prefer? What kind of work do you like to do?
4. What are your own special abilities?
5. Have you had any experience similar to the job for which you are applying?
6. What other jobs have you had that are similar to the one for which you are applying?
7. Tell me about the work you did on your last job. What were some of your work activities?
8. What did you like most about your last job? What did you like least about it?
9. Why did you leave your last job?
10. May I contact your last employer?
11. How does your past work experience relate to the job for which you are applying?
12. What special skills do you have? What tools, equipment or machines can you use?
13. What qualifications do you have that will help you to do this job successfully?
14. Do you feel you have received a good general training?
15. What training have you had that prepared you for the duties of this job?
16. What courses in school do you like best? Why do they appeal to you?
17. In what school activities did you participate? What did you enjoy most about them?

18. Which courses in school did you like least? What was there about these courses that made you dislike them?

19. Have you ever dropped out of school? If yes, why?

20. Have you attended any classes since you left regular public school? if yes, what were they?

21. Do you have any educational plans? How would this job fit in with them?

22. Why do you think you would like to work for this company?

23. Do any of your friends or relatives work here?

24. What do you know about our company?

25. Are you willing to go where the company sends you?

26. Are you satisfied with the salary we are offering for this job?

27. What do you think determines a person's progress?

Interviewers are also interested in your work and interpersonal attitudes. Sometimes questions aimed at finding out about your feelings are included during the discussion of your work history. Learn to recognize these questions and their purpose. Think about how you would reply to such questions.

28. What are your feelings about having to adjust to many different kinds of work situations? Would it bother you to have to move around among several departments?

29. Can you take criticism without feeling upset?

30. How do you feel about having to work as part of a team?

31. How do you feel about working overtime to complete a job?

32. How would you describe your relationship with past supervisors? With co-workers?

33. Define cooperation!

34. Have you ever been discharged from a job? If so, what were the circumstances?

35. What personal qualities are necessary for success?

## More Interview Questions

Employers are often concerned with an applicant's physical ability to meet the work requirements. Here are some questions related to health and physical fitness that you should be prepared to answer.

36. Do you have any physical disability that may affect your work? If so, give a brief description.

37. Have you ever had a serious illness or injury? If yes, describe it.

38. Have you ever been hospitalized for a nervous disorder? If yes, explain.

39. When did you last have a complete physical check-up? Why did you have it? What were the results?

40. How many times and for how long were you absent on your last job due to illness or emergencies?

Keep in mind that the main purpose of the interview is to give your prospective employer an opportunity to learn more about you. For this reason, you should be prepared to answer questions related to your personal and family life.

41. Tell me about yourself.

42. Do you live with your parents?

43. How long have you lived in the city? Do you plan to remain here?

44. What do you do in your spare time? What are your hobbies?

45. Do you drive? Do you have a car? What kind of license do you have: driver's? chauffeur's? Have you ever been convicted of a traffic violation other than illegal parking? If yes, what was it?

46. What is your military classification? (Asked of male applicants)

47. Do you have any dependents? If so, who are they?

48. What are your parents' occupations?

49. Have you ever been arrested, convicted, or imprisoned?* (See pp. 82-83)

50. Would you mind being fingerprinted and taking a lie-detector test if you are hired?**

*NOTE: The interviewer does not have the "right" to ask you this questions. However, if you have ever been arrested, convicted or imprisoned, prepare with your instructor an answer that will be truthful but not incriminate you.

**BE AWARE: You are within your legal rights to refuse to take a polygraph test as a condition for employment. However, should you refuse, the interviewer will probably hire another candidate, claiming that person is better qualified. In addition, certain jobs require that employees be bonded. In those cases, you must be fingerprinted.

# A "How Not to Do It" Interview

GORDON JAMES: You the lady they told me to see about a job here?

MRS. DAVIS: I don't know if I'm the person you are supposed to see or not, but my name is Mary Davis. May I help you?

GORDON: Yeah. Here are some papers they told me to give you.

DAVIS: (going through the papers) It's beginning to get warm out today, isn't it?

GORDON: Yup.

DAVIS: I see you're from Riverside High School.

GORDON: (no response)

DAVIS: Did you drive in this morning?

GORDON: Huh? No.

DAVIS: Did you use the subway?

GORDON: Huh?

DAVIS: I said, did you use the subway?

GORDON: Oh, yeh.

DAVIS: Are the Mets going to win the championship this summer?

GORDON: I don't know.

DAVIS: Let's see, your name is Gordon James. Well, Gordon, just what kind of job are you interested in?

GORDON: Well, I don't know, eh, something here in the factory. What do you have?

DAVIS: As you know, our company is large and operates in a wide range of fields. I assume you are familiar to some degree with our company? In what areas do you have specific skills?

GORDON: Er, well, I don't know exactly, but I've done several things. Er, I just want a job, just something I can make pretty good money at, or something to get started on. I'll take any job. I'm willing to, you know, try anything as long as I can do it. They told me you were hiring and I thought I'd see what you had. I thought maybe I could get a job.

## Interview (cont'd)

DAVIS: I see. I need to know something about your experience and interests.

GORDON: You hired a friend of mine, and he lives out there with me, and we went to school together.

DAVIS: Can you tell me what work experience you've had?

GORDON: I worked in a lumber yard. That was one summer, I, uh, quit that, or they cut back and laid some of us off. It was summer work anyway, just for the summer. And, ah, after that, I wanted to go to the Navy -- ah, no, before that or before I worked at McDonald's, I got a part-time job at one of the stores in, ah, oh, out in that place near the airport.

DAVIS: Do you live in that area?

GORDON: Yeah. No.

DAVIS: Have you lived there long?

GORDON: Yeah.

DAVIS: I see. Please describe your educational background.

GORDON: I took a course in after-school occupational skills when I was in 11th grade, and I put -- ah, you know -- these things on a board in a certain order, it was one of these, ah, wiring courses.

DAVIS: Electronics?

GORDON: Huh?

DAVIS: Was it electronics?

GORDON: No.

DAVIS: What kind of wiring were you taught?

GORDON: Just wiring, I guess.

DAVIS: When do you expect to graduate?

GORDON: I dunno. June, maybe.

DAVIS: Do you plan to go for post-secondary schooling?

GORDON: Huh?

Adapted from Occupational Essentials.

# Interview Skills Exercise

NOW BE CRITICAL TO BECOME CORRECT

1. Rewrite the dialogue so that Gordon makes a better impression.
2. Discuss the following questions:
   a. How would you describe Gordon's personality?
   b. Interpret the messages you think Gordon sent out by his "body language."
   c. What would you advise Gordon to do?
3. Act out the "How Not to Do It" interview. Then prepare a "Hot to Be Interviewed" script for a classroom performance.

Don't put on airs or use unfamiliar words or terms.

Don't express an unrealistically high or low stipend or training expectation.

Don't fail to respond to the interviewer's small talk.

# Interview Dilemmas

## What Would You Do If. . . ?

Tom went to work right after high school, but didn't last long at the job. It wasn't that he couldn't do the work. There were too many distractions like parties, girls, drinking, etc. Tom got fired,and as a result,he did some thinking about his on-the-job behavior. He decided to apply for a similar job. The interviewer asked if he had ever been fired from a position. Tom feels if he tells the truth about his prior job he will be turned down for this new job.

### A. Tom's Problem

On a separate sheet of paper, answer the following questions:

1. Should Tom be truthful and risk not being accepted? Why?

2. Should he lie and risk being caught later on when someone checks his history of jobs?

3. Is there any other course of action?

4. How would you have acted in such a situation?

**DISTRACTIONS**

# Interview Dilemmas

## B. A Problem of Your Own

Directions: Create your own interview dilemma and its possible solution on a separate piece of paper. Share your dilemma and find out how others would handle it.

# How to Answer Troublesome Questions

Most of you need not fear troublesome questions, but for those of you who might have some problems, DON'T LET THE PERSON YOU WERE, STOP YOU FROM BEING THE PERSON YOU CAN BE!

A good interviewer will try to find out all about you. It is the interviewer's job to discover your strong points and any problems that might keep you from being an asset to the company. Do not be caught off guard by troublesome questions. Depending upon your background, this may or may not require some special preparation before the interview.

When answering problem questions, here are several points you should keep in mind:

1. Be direct and honest in your reply. Evasive answers will only arouse the interviewer's curiosity or suspicion. If your employer discovers later that you have been dishonest in talking about your background, this may lead to your being fired.

2. Be positive about your good points. Draw the interviewer's attention to what you have to offer the company. Answer the question briefly, and then talk about your skills as they relate to the job you want. Try to give answers that will assure the interviewer that your past problems will not interfere with your ability to perform well on the job.

3. Be aware that it is not unusual for an interviewer to be concerned about any physical disability, injury, or major surgery that you have had, and which might affect your work. An interviewer might ask about the kind of medical care you received, and your doctor's report on your fitness for work. If you have had a medical problem, you must reassure the interviewer that you can participate in the program. If a doctor's statement is necessary, be sure to have one with you.

4. Note that an interviewer will generally bring up any problems with the law that you may have had. He might say:

   "I see you spent some time in a detention center. Could you tell me about it?"

   Your answer could be:

   "Well, I was very mixed up as a younger teenager. I became involved in a theft and was sent away. That's a part of my past that I've managed to straighten out. I'm ready to become an adult now, and I'm looking forward to getting started in a new job."

   If the interviewer asks you to explain further, it is best, if it is true, to say that what you did was in no way connected with your former job.

5. An interviewer may look twice at an application form which shows that you have attended several schools over a relatively short period of time. Listen carefully to this question and the good answer that follows:

   "I notice you've moved around from school to school in the past. Why was that?"

   Remember, there are many different answers, depending on individual circumstances. For example:

   "My parents moved a lot."
   "I was unhappy with the required courses at the schools, but now I understand that these courses are good for me."
   "I tried several vocational education courses at different schools until I discovered my own interests."

6. An interviewer will usually question if you have been fired from a job:

   "Can you tell me why you were fired from your part-time job at the paint store?"

   Here is a way to handle the question:

   "I was hired to drive the delivery truck. The job turned out to be mostly moving paint cans and cleaning up but very little driving. I complained three different times, and I guess that was one too many."

7. If you have a history of alcoholism or drug addiction which has prevented you from doing well in school, the interviewer will probably question you about it. He might say:

   "I see you spent several months in a drug treatment center. Are you sure you have this problem beat?"

   If you have had treatment and feel certain the problem is under control, you could answer:

   "The residential part is over but I still keep in touch with the center. I feel I've licked the problem. I'm sure I'll be able to learn quickly and easily."

There is no need for you to memorize these particular answers. Your answers should be direct, honest, and positive. Think of your own truthful answers, which will reassure the interviewer that there is nothing to prevent you from being a good employee.

One last point: You may not have answered some of the sensitive questions on your application form because you planned to talk about them during your interview. If you find the interview is almost over and the questions have not come up, you should bring them up. Otherwise, when your background is checked, the interviewer might think you withheld the information deliberately, and this could lead to your not getting the job. Talk about these problems briefly and honestly, and then mention your good points to show you are a good candidate.

Adapted from THE JOB SEEKING SKILLS REFERENCE MANUAL, Rehabilitation Center, Minn.

# Making Sure You Get Your Questions Answered

HOW TO WORK IN SOME OF YOUR IMPORTANT QUESTIONS DURING THE INTERVIEW

During the first part of the interview, you will probably spend most of your time answering questions thrown at you by the interviewer. As the interviewer starts to run low on obvious questions, you will have a chance to ask some of your own. It's important to have questions to ask. An applicant who doesn't ask about anything will come across as an applicant who doesn't care. By asking questions, you can show some real interest and let the interviewer know you've really been thinking about the job.

Don't ask about pay or company benefits unless the interviewer brings the subject up, or unless you have a definite offer. Most interviewers are really turned off by applicants who can't think of anything but money, money, money. Instead, ask questions which show you're really interested in the type of work you would be doing. For instance:

> "Could you tell me just what your company expects of new employees?"
>
> "Are there any particular materials the new people need to bring to the job?"

If you do feel you must ask a question that might be regarded as "self-ish," such as promotion possibilities, pave the way for the inquiry by stressing your interest in the company, by saying something like:

> "As I said, I applied to your firm because I felt your company could put my job skills to good use. What are the chances for promotion for employees who show they can really handle the work?"

# Let's Look at the Hook

"THE HOOK" is nothing more than a type of combined statement/question that you can put to use just before the interview ends. It provides the interviewer with a chance to speak up about any questions that will resolve any doubts about you. Here is how "The Hook" looks in action:

APPLICANT: "Well, I've tried to answer some of your questions by telling you some of the facts about my training and experience. Can you tell me if there are any questions or doubts you still have?"

By using the hook, the applicant has taken control and the interviewer is made aware that the meeting has been with a person secure in his/her qualifications.

If, however, something comes up, the applicant can set things straight, such as in this situation:

INTERVIEWER: "Well, I guess I was sort of wondering why you had three quite different summer jobs while you were in school instead of sticking with one employer..."

APPLICANT: "That's certainly a good question. I took different jobs on purpose, even though my previous employers wanted me back, because I felt this would help me learn to put my training to use in a lot of different situations."

**THE HOOK MAKES YOU A GREAT CATCH!**

# The Finishing Touch

HOW TO CLOSE THE INTERVIEW IN THE BEST POSSIBLE WAY!

As the interview draws to a close, one of the following will probably happen:

A. You may get a job offer. If so, find out how long you have to either accept or turn it down. Remember, you may want to consider any other offers that come up.

B. The interviewer may tell you there aren't any openings. This probably means you blew the interview, but all you can do is say 'thanks,' and leave gracefully.

C. The interviewer will most likely say something along the lines of, "We'll be in touch." In other words, you don't have the job nailed down, but you have a possibility. If this happens, find out when you can expect to hear the results. After all, you can't be expected to wait by the telephone. Be polite as always, but get the interviewer to make a commitment as to a time when you will be contacted or can call again.

You might say, "May I call you Tuesday or Wednesday for your decision?" or, "Can you tell me when you think you will be making a decision on filling this position?"

Once you get the information, you're all set. Shake hands with the interviewer and express your appreciation for the interview by saying something like, "Thank you for your time, Mrs. Davis."

# The Final Touch

How do you get the interviewer to remember you? Write a thank you letter after your job interview. It may help you get the job!

Include the following in your thank you letter:

- Name the job you interviewed for, and include the date of the interview.
- Help the interviewer to remember who you are. Try to personalize the note by reminding the interviewer of something positive that happened or what was said during the interview.
- Be enthusiastic by showing your interest in the job.
- This is your last chance to impress the interviewer. Do you have any qualifications you forgot to tell?
- Sell yourself by indicating how your abilities will meet the employer's needs.
- Give more information, and express your willingness to come in for another interview if necessary.
- Thank the interviewer for both the interview and for considering you for the job.

REMEMBER: Use plain white 8½ X 11" paper. Type it or write it in blue or black ink. It must be neat and clean. There cannot be errors in grammar, spelling, or punctuation. Have your teacher or parent read it for mistakes both before you type it and before it is mailed.

WRITE YOUR OWN THANK YOU LETTER

Now you are going to write a thank you letter of your own. You had a job interview yesterday with Ms. Cynthia Jackson, who is personnel manager for Stella's Bakery. The factory is a few blocks from your home. Their products are sold all over the New York metropolitan area. The address is 347 Bruckner Blvd., New York 20345. You spoke to Ms. Jackson about one of the following jobs:

| | | | |
|---|---|---|---|
| COOKIE MAKER | FILE CLERK | PACKER | JANITOR |
| DELIVERY DRIVER | CAKE BAKER | | TYPIST |
| MESSENGER | BOOKKEEPER | WAREHOUSE PERSON | |
| QUALITY CONTROL WORKER | | MAINTENANCE PERSON | |

Choose one of the jobs from the list and write a thank you letter to Ms. Jackson. Do it on scrap paper first. Have someone read it to help you catch mistakes before you type or write it for mailing.

# Negative Factors Evaluated During Employment Interview, Etc.

1. Poor personal appearance
2. Overbearing - overaggressive - conceited "superiority complex" - "know it all"
3. Inability to express himself clearly - poor voice, diction, grammar
4. Lack of planning for career - no purpose and goals
5. Lack of interest and enthusiasm - passive, indifferent
6. Lack of confidence and poise - nervousness - ill-at-ease
7. Failure to participate in activities
8. Overemphasis on money - interested only in best dollar offer
9. Poor scholastic record - just got by
10. Unwilling to start at the bottom - expects too much too soon
11. Makes excuses - evasiveness - hedges on unfavorable factors in record
12. Lack of tact
13. Lack of maturity
14. Lack of courtesy - ill mannered
15. Condemnation of past employers
16. Lack of social understanding
17. Marked dislike for school work
18. Lack of vitality
19. Fails to look interviewer in the eye
20. Limp, fishy handshake
21. Loafs during vacations - lakeside pleasures
22. Indicisive
23. Unhappy married life
24. Friction with parents
25. Sloppy application blank
26. Merely shopping around
27. Wants job only for short time
28. Little sense of humor
29. Lack of knowledge of field of specialization
30. Parents made decisions for him
31. No interest in company or industry
32. Emphasis on whom he knows
33. Unwillingness to go where we send him
34. Cynical
35. Low moral standards
36. Lazy
37. Intolerant - strong prejudices
38. Narrow interests
39. Spends too much time in movies
40. Poor handling of personal finances
41. No interest in community activities
42. Inability to take criticism
43. Lack of appreciation of the value of experience
44. Radical ideas
45. Late to interview without good reason
46. Never heard of company
47. Failure to express appreciation for interviewer's time
48. Asks no questions
49. High pressure type
50. Indefinite response to questions

*From a study by New York University Placement Services

# Your Interview Rating Sheet

Directions: Each student will be given an opportunity to practice being an interviewer or an applicant. The class will use the form as a guide for evaluating the participants.

STUDENT'S NAME: _____

| | | | |
|---|---|---|---|
| 1. | Introduces self by name. | YES | NO |
| 2. | Shakes the interviewer's hand in a natural way. | YES | NO |
| 3. | When asked, "How are you today?" | | |
| | a) Answers, "Fine," or "O.K." or something similar. | YES | NO |
| | b) Adds, "And how are you?" | YES | NO |
| 4. | When asked, "Tell me a little bit about yourself," | | |
| | a) Gives two or more relevant, important facts about self. | YES | NO |
| | b) Avoids mentioning personal weaknesses or making negative statement about self | YES | NO |
| 5. | When asked, "What training or experience do you have which qualifies you for this position?" describes experiences either in the job or related to it. | YES | NO |
| 6. | When asked, "What position are you applying for?" states training title. | YES | NO |
| 7. | When asked, "Why do you think you should be hired for the job rather than someone else?" states qualifications, skills, schooling, and/or experience. | YES | NO |
| 8. | If asked a question about a problem area, responds in a positive manner. | YES | NO |
| 9. | When asked, "Do you have any questions you want to ask me?" | | |
| | a) Asks a question about the job, company benefits, or working conditions. | YES | NO |
| | b) Asks a question about opportunities for advancement. | YES | NO |

## Interview Rating Rating Sheet (cont'd)

10. When told, "We're in the process of interviewing a number of applicants. I should be making a decision in two or three days," asks permission to call back to find out the interviewer's decision. YES NO

11. Thanks the interviewer at the end of the meeting. YES NO

12. Answers the interviewer's questions quickly and naturally, and the interviewer does not have to ask a question more than once or dig out information. YES NO

13. Speaks in a normal tone, loud enough to be heard and clear enough to be understood easily. YES NO

14. Answers in a manner that makes sense and does not force the interviewer to guess what it meant. YES NO

15. Does not use slang or street expressions during the interview. YES NO

16. Maintains good eye contact with the interviewer. Looks at him/her most of the time when listening or answering questions. YES NO

17. Does not display any distracting nervous gestures such as tapping fingers, shuffling papers, and so on. YES NO

18. Shows attention and interest during the interview. YES NO

19. Appears to be comfortable and confident throughout the interview. YES NO

20. Other comments:

_____

_____

_____

# Questions to Check

Directions: Place a T next to the statements which are true, and an F next to those which are false.

1. Providing an extra fifteen minutes for traveling is a good idea to make sure you are on time for the interview. _____

2. All you need to take along are the items in your JOB KIT. _____

3. If you are unsure of how to get there, you can call the N.Y.C. Transit Authority for information at 330-1234. _____

4. A first impression really does not count that much with the interviewer. _____

5. During the interview, it is a good idea to say nothing rather than risk saying something stupid. _____

6. When the interviewer says, "We'll be in touch," there is really nothing more you can say except, "Thank you. Goodbye." _____

7. No employer has the right to ask personal questions. _____

8. If the interviewer brings up some item in your past history which may reflect poorly on you, it is best to try to cover it up, rather than explain _____

9. One of the most important factors in getting a job is having an eager attitude. _____

10. If you do not succeed in getting a job within the first few interviews, you probably will not get one at all. _____

CHECKING NOW WILL GIVE YOU A PAYCHECK SOONER!

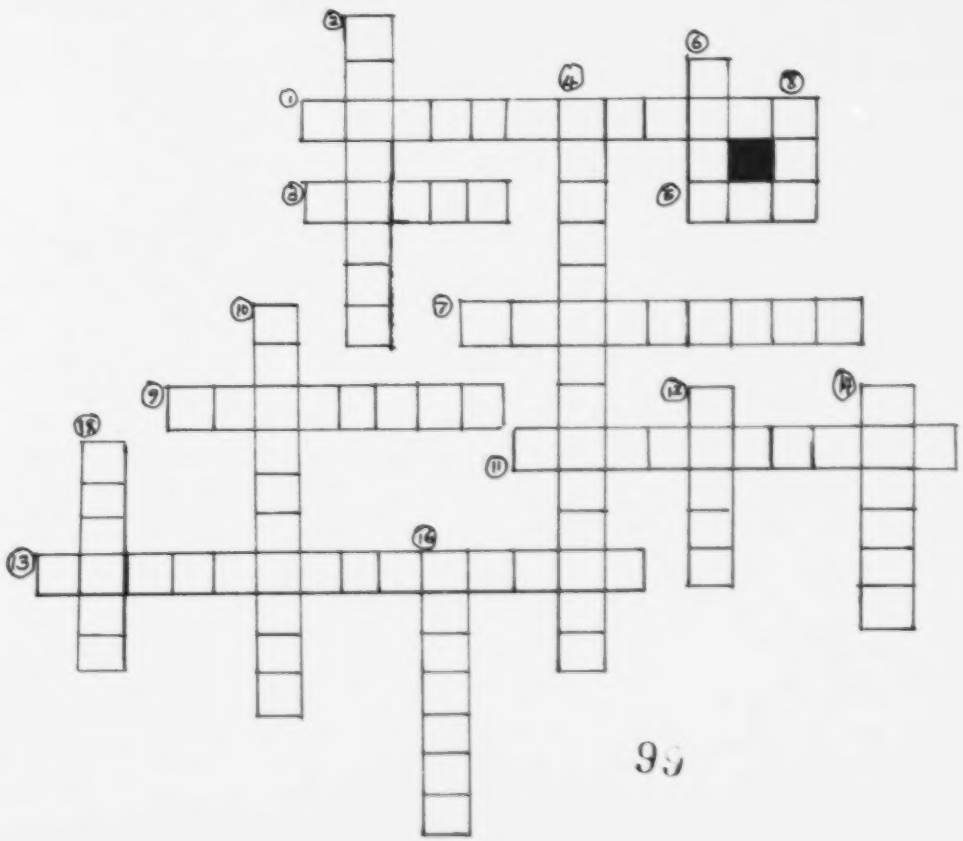
# Crosswork Puzzle

SKILLS FOR GETTING A JOB: SUMMARY QUESTIONS

Directions: On a separate sheet of paper, answer the following questions:

1. What criteria would you use before answering a want ad?
2. Which strategies for success do you think would be most productive for you?
3. What ten items should go into your JOB KIT?
4. You are a senior in high school who is about to take the first steps in finding a job.
   a) List and explain the steps you would take in searching and applying for a job.
   b) Select five questions from the list of "50 Most Asked Questions" on pages 74-76. What would your answers be?
   c) What questions would you ask the interviewer?

Work the crosswork puzzle below.



ACROSS

1. Forms filled in when applying for a job.
3. Interviewers check these carefully for neatness and accuracy.
5. Before going to interviews, it is wise to set up a package containing the information you will need. This is called a Job ____.
7. Before you are hired, an employer will ask you many questions. This is called an_____.
9. A wise applicant sends a letter to the interviewing saying "_____" for the opportunity to apply for the job.
11. Your mother and grandmother are not good _____. Your teachers, former employers and clergy are.
13. When you go for an interview, you must impress the person you are meeting with your _____.

DOWN

2. The person who pays your salary is called an _____.
4. Jobs are listed alphabetically in the employment _____.
6. Before leaving the interview, ask a statement/question that provides the employer with a chance to clear up any doubts. This is called The _____.
8. Your feelings are often indicated by your body language. This is judged by the way you look, walk and _____.
10. Jobs are listed in the _____section of the newspaper.
12. Your first impression on a prospective employer is made by the way you _____.
14. You may begin the process of your job search by sending a _____. of application to a company that interests you.
16. A person who is an excellent reference source is your _____.
18. A one to two page summary of your education, experience, and personal data.

# Your Personal Contract

I have studied and completed all the exercises in this package, and can honestly say: (Check one)

( ) I feel confident and ready to get the job of my choice.

( ) I feel unprepared and nervous about getting the job of my choice.

I would rate my present ability in job-seeking to be:

( ) excellent ( ) good ( ) fair ( ) poor

I believe my present ability in writing job applications is:

( ) excellent ( ) good ( ) fair ( ) poor

I feel my present ability to have an interview is:

( ) excellent ( ) good ( ) fair ( ) poor

The area in which I am weakest is _____.

I am aware that I can change this liability into an asset. I can work on this by _____.

I take full responsibility for "putting my best foot forward." I understand that it is my own effort, attitude, and preparation which will result in landing the job I want.

_____ _____

Date Student's Signature

_____ _____

Witness Teacher's Signature

# Your Personal Vocabulary List

| The Word | The Definition | A Sentence Using The Word |
|---|---|---|
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# BIBLIOGRAPHY

Selected Reading List


Ask your librarian how you can receive these free materials:

Gale, Barry and Linda. The National Career Directory. Over 2000 references to free and inexpensive materials.

Goodman, Leonard. Current Career and Occupational Literature. Arranged by career, this bibliography lists free or inexpensive materials available from corporations, government agencies, and professional organizations.

U.S. Department of Labor. Occupational Handbook. Annual. Following each article, there is a listing of addresses to which you can write for more information.

Selected free publications from the U.S. Department of Labor:

Jobs for Which You Can Train Through Apprenticeship.

Jobs for Which You Can Qualify if You Are Not a High School Graduate.

Jobs for Which You can Qualify if You're a High School Graduate.

Jobs for Which a High School Education is Preferred but not Essential.

A-V for free:

The Occupational and Career Education Resource Centers have many films and multi-media kits available for circulation at no cost.

Brooklyn Center: 347 Baltic St., 11201, Tele: 625-5519, 21
Bronx Center: 1021 E. 178th St., 10460, Tele: 328-1330
Queens Center: 138-11 35th Ave., Flushing, 11354, Tele: 359-3120,1,2

Job-related biographies:

Albrecht, Mary Ellen. The Making of a Woman Cop.

Anderson, Peggy. Nurse.

Cameron, Betsy. Lisanne: a Young Model.

Haskins, Jim. James Van Derzee: The Picture Takin' Man.

LeFlore, Ron. Breakout: from Prison to the Big Leagues.

Lose, Phyllis. No Job for a Lady.

Parker, Willie. Halt! I'm a Federal Game Warden.

Pileggi, Nicholas. Blye, Private Eye.

Smith, Dennis. Report from Engine Company 82.

Walker, Thomas. Fort Apache

## BASIC SELECTED REFERENCE SOURCES

Occupational Outlook Handbook. Bureau of Labor and Statistics, United States Department of Labor, 1970. Contains descriptions of more than 780 careers.

Dictionary of Occupational Titles. Volume I, Definition of Titles, 3rd edition. United States Department of Labor, Employment Service, Superintendent of Documents, 1965.

Hopke, William E. Encyclopedia of Careers and Vocational Guidance. Vol. I: Planning Your Career; Vol. II: Career and Opportunities. Fergusen Peabody Company, 1967.

Lovejoy, Clarence E. Career and Vocational School Guide. Fourth Edition, Simon & Schuster, 1973. A source book, clue book, and directory of institutions; training for job opportunities.

## SELECTION TOOLS: BIOGRAPHY AND FICTION

Nicholson, Margaret E. People in Books: a Selective Guide to Biographical Literature Arranged by Vocations and Other Fields of Reader Interest. H.W. Wilson, 1969. 498 pp. $12.00. 950 University Ave., Bronx, N.Y. 10452.

Haebich, Kathryn (Corp.). Vocations in Biography and Fiction: an annotated list of books for young people including easy-reading titles. Chicago, 9L9, 1962. 77 pp. $1.75. 50 East Huron St., Chicago, IL 60611

REFERENCE BOOKS: POETRY

Granger's Index to Poetry (use poetry books in library, find poems which deal with work, the worker, or success and analyze the poems to identify the attitudes toward them).

Poems students can read and discuss which treat occupations include:

"A Civil Servant" by Robert Graves

"Dolor" by Theodore Roethke (office worker)

"Leaves of Grass" by Walt Whitman

"Night Shift" by Sylvia Plath (factory workers)

"The Gresford Disaster" (anonymous) - (miners)

"What Is He?" by D.H. Lawrence (cabinet maker)

"Buyers and Sellers" by Carl Sandburg (laborers)

"A Politician Is an Arse Upon" by e. e. cummings

"Jazz Fantasies" by Carl Sandburg (jazz musician)

"I, Too, Sing America" by Langston Hughes (laborers)

"Alberta K" - poem series by Langston Hughes

MAGAZINES

Career World: the beginning guide to career and self-awareness. Curriculum Innovation, Inc., monthly.

Real World: a look at life and work. King Features, 9 issues per year. A colorful, tabloid-size newspaper.

Getting it Together—my Job Campaign. Open Doors, 200 Madison Ave., New York, N.Y. 10016; (212) 516-2086.

NOVELS - Careers in Fiction

Anderson, Sherwood. The Egg. A small restaurant owner.

Butterworth, W.E. The Narc. A young police officer.

Bethancourt, T. Ernesto. Dr. Tom Superstar. The death of a rock superstar.

Bova, Ben. Kinsman. An astronaut.

Bradbury, Bianca. Mised-Up Summer. A nursing career.

Elfman, Blossom. The Butterfly Girl. A sympathetic social worker.

Hallman, Ruth. Midnight Wheels. Female car mechanic.

Keyes, Daniels. Flowers for Algernon. Doctors, nurses.

Le Guin, Ursala K. Very Far Away from Anywhere Else. Music and science.

Lipsyte, Robert. The Contender. A professional boxer.

Naylor, Phyllis Reynolds. Wrestle the Mountain. Professional artist.

Thurber, James. The Secret Life of Walter Mitty. Variety of jobs described.

Sindel, Paul. I Never Loved Your Mind. Teenagers working in a hospital.

NEW TITLES

Wolfe, Tom. The Right Stuff.

Mitchell, Joyce Slayton. Be a Mother and More: Career and Life Planning.

Mitchell, Joyce Slayton. I Can Be Anything—Careers and Colleges for Young Women.

The Men's Career Book: Work and Life Planning for a New Age.

# Notes

GETTING YOUR FOOT IN THE DOOR

Employability Skills Student Workbooks

"It is the policy of the Board of Education not to discriminate on the basis of race, creed, national origin, age, handicapping condition, or sex in its educational program, activities, and employment policies, as required by law. Inquiries regarding compliance with appropriate laws may be directed to Ronald D. Woo, Local Equal Opportunity Coordinator, Office of Occupational and Career Education; Lynette V. Tucker, Director, Office of Equal Opportunity; or to the Director of the Office of Civil Rights, Department of Health and Human Services, Washington, D.C. 20201."

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